

OEM Preinstallation Guide for Office 2016

Microsoft Corporation
Published: January 2016

Abstract

This guide provides information for licensed original equipment manufacturers (OEMs) about how to use the Office Deployment Tool to preinstall Office 2016 on to devices that are running the Windows® operating system.

Note: This guide doesn't cover the PIPC scenarios for OEMs in Japan. For that information, see the PIPC guide.

Document history

Date Updated	Description
January 2016	Initial publication
March 2016	Clarifications added to the following sections: <ul style="list-style-type: none">Specify the Office product to installDisplay the Office apps on the Windows Start MenuConfigure the setup experience for the userUsing oemsetup.cmd script to configure the setup experience
May 2016	Updated Appendix to note language support for 16.2 OPK Beta Updated Introduction to include build number for 16.2 OPK Beta
June 2016	Updated document to include build number for 16.2 OPK RTM Added Known Issues and UX Validation sections



August 2016	Updated document to include new build number for 16.2.1 OPK RTM Updated known issues and UX validation scenarios with most recent data
September 2016	Updated known issues to include downgrade SKU issue Updated instructions for which default SKU to install
November 2016	Updated known issues include discovered/resolved bugs Updated instructions for which default SKU to install (back to O365HomePremRetail) Updated the referenced build # to match the fork build used for 16.3 RC(1)
January 2017	Updated known issues to include discovered/resolved bugs Updated the referenced build # to match the fork build used for 16.3 RC(2)
February 2017	Updated known issues to include discovered/resolved bugs Updated the referenced build number for 16.3 RC(3)
February 2017	Updated for 16.3 OPK RTM

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NOTE: Based on feedback from customers and OEM partners, we have reverted our guidance on which SKU to install. We now recommend the pre-installation of O365HomePremRetail, which was the guidance in OPK releases for 16.2 and prior. The issue with apps not being removed when they should, has been resolved.

This document includes a Known Issues section and a UX validation section. Direct links to these sections below.

[Click here to view the Known Issues section.](#)

[Click here to view the UX Validation section.](#)

Introduction

As an OEM, you can preinstall Office 2016 on devices that run supported versions of the Windows operating system.

In addition to preinstalling the apps, you can also have tiles appear on the Windows Start screen for each of the apps. The tiles appear in a designated area for Microsoft apps.

By preinstalling the apps and displaying tiles for the apps on the Start screen, you provide your customers with a Windows installation that is Office-ready from the start.

To preinstall Office 2016, perform the following steps:

1. [Obtain the Office Deployment Tool](#)
2. [Prepare the Office installation source](#)
3. [Create the configuration.xml file for the Office Deployment Tool](#)
4. [Use the Office Deployment Tool to install Office](#)
5. [Display the Office apps on the Windows Start menu](#)
6. [Configure the setup experience for the user](#)

Steps 4, 5, and 6 must be run on each device or on one device that will be used to create a master image.

Note: The 16.3 OPK RTM build number is 16.0.7571.2122.

Obtain the Office Deployment Tool

The Office Deployment Tool is used to install Office 2016 on to devices. It's included in the OPK you've received. After obtaining the Office Deployment Tool, double-click OfficeDeploymentTool.exe to extract the Office Deployment Tool to a folder.

There are two files that are extracted – setup.exe and configuration.xml. The setup.exe file is a command-line tool used to install Office 2016. The configuration.xml file contains the settings that are used to configure the Office installation, such as which languages to install. *NOTE: this configuration.xml file contains a reference to O365ProPlusRetail and VisioProRetail as examples, but you will be installing O365HomePremRetail.*

Prepare the Office installation files

The Office 2016 installation files are available in the .img files that are part of the OPK. There are .img files for each language of Office.

You can copy the Office installation files (by extracting the files from within the image) to any file location, such as a network share, a USB device, or a folder on the device where you plan to install Office.

If you plan to install multiple languages, extract and copy the contents of the .img files for each language to a single folder, choosing to overwrite any conflicting files if prompted. This will both simplify the process and reduce installation time.

Create the configuration.xml file for the Office Deployment Tool

The settings that the Office Deployment Tool uses to install and Office are contained in an XML file which can be edited in any text editor (such as Notepad). The default name for the file is configuration.xml, but you don't have to use the default name.

A sample configuration.xml file, named ConfigureO365Home.xml, is part of the OPK. The XML file is configured to silently install Office 365 Home in English from a hypothetical network share named [\\server\share](#).

NOTE: This configuration.xml sample file includes a ProductID for O365HomePremRetail. Please use O365HomePremRetail for pre-installation.

Specify the location of the Office installation files

In the configuration.xml, use the SourcePath attribute to specify the location of the Office installation files. For example, if the Office installation files are on a network share called \\server\share, your configuration.xml file would include a line similar to the following example:

```
<Add SourcePath="\\server\share" OfficeClientEdition="32">
```

If the setup.exe file and the Office installation files are in the same folder, you don't need to include the SourcePath attribute in your configuration.xml file. The Office installation files are extracted into an Office folder.

Specify which Office languages to install

The sample file titled configuration.xml is configured to install Office in English (en-us). The other .xml samples can be disregarded as they are used for other scenarios. To install a different language, change the value of the ID attribute for the Language element. The ID attribute is a string based on the language-tagging conventions of RFC 3066. The pattern *language-region* is used, where language is an ISO-639 language code, and region is an IS 3166-1 country or region identifier (examples: en-us, fr-fr, es-es).

For example, if you want to install the German version of Office, your configuration.xml file would include a line similar to the following example:

```
<Language ID="de-de" />
```

If you want to install multiple languages, add a line for each language in your configuration.xml file. For example, if you want to install English, Spanish, and German, your configuration.xml file would include lines similar to the following example:

```
<Product ID="O365HomePremRetail">
  <Language ID="en-us" />
  <Language ID="es-es" />
  <Language ID="de-de" />
</Product>
```

NOTE: The code sample above has been updated since the last version of this Preinstallation Guide was published. Please use the ProductID O365HomePremRetail going forward.

Installation of multiple languages will fail if the language files are not found in the location specified by the SourcePath attribute in the configuration.xml file. All languages referenced in the .xml file must be in the same location.

Some languages, such as Basque, require special installation instructions. For more information, see [Downloading and installing Office Language Interfaces](#).

By default, all installed Office languages remain on the device. If you want only the Office language that matches the Windows display language to remain, but have all other Office languages removed, you can configure that. For more information, see [Removing installed languages that aren't needed](#).

Specify the Office product to install

The only Product ID to specify in the configuration.xml file is **O365HomePremRetail**. If the user enters a key for another product, then Office will automatically be configured as the product associated with that key.

An exception has been made for the Office 2016 Professional Academic product. If the PC will be bundled with this offer, OEMs are recommended to use the Product ID **ProfessionalRetail** but only for these devices.

For more information about configuration.xml file settings, see [Reference for Click-to-Run configuration.xml file](#).

Specify the Display Level

If you desire to have Office installed in the background (no visual sign of progress), then specify the following DisplayLevel element in the configuration file:

```
...
    </Product>
  </Add>
  <Display Level="None" />
</Configuration>
```


Use the Office Deployment Tool to install Office

To install Office on to the device, run the following command from an elevated (as administrator) command prompt:

```
setup.exe /configure configuration.xml
```

If needed, provide the path to the setup.exe and configuration.xml files. Also, if you have changed the name of the XML file, be sure to use that name in the command. For example, if the setup.exe file is in a folder on the C:\ drive, but the install_office.xml file is on a network share, you would use a command similar to the following example:

```
C:\odt\setup.exe /configure \\server\share\install_office.xml
```

Installation time depends primarily on the speed of the device itself.

The Office Deployment Tool will return a code of 0 if the installation is successful and a non-zero code if there is an installation error.

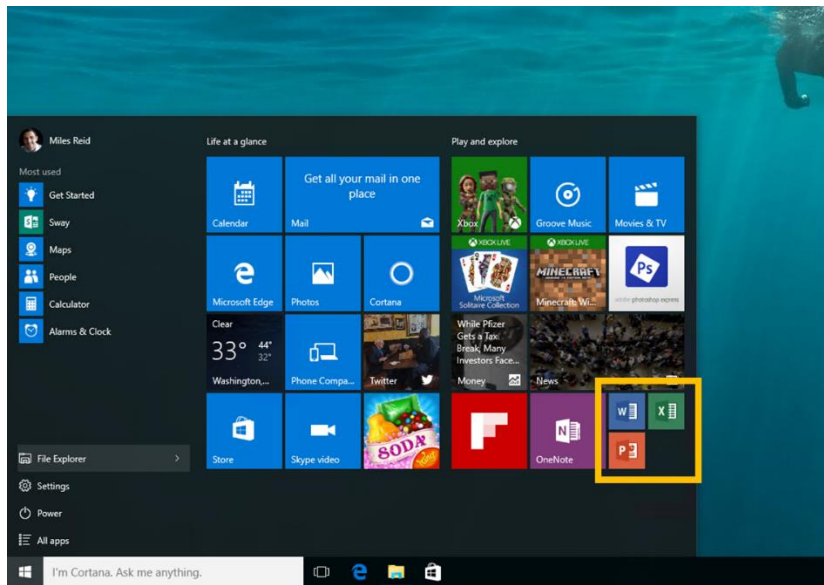
Display the Office apps on the Windows Start menu

In addition to installing the apps, you can also display the Office apps on the Windows Start menu to make it easier for users to find and open the apps. If you are an OEM that participates in the Jumpstart program, this step satisfies some areas of that program. See details below.

How you add the Office apps to the Windows Start menu depends on which version of Windows you're using – [Windows 10](#), [Windows 8.1](#), or [Windows 7](#). Note that preinstalling Office 2016 on Windows 8.1 and Windows 7 will automatically pin Word, Excel, and PowerPoint icons to the Task bar.

Windows 10

TH2 (Threshold 2 builds)



RS1 (Redstone 1 builds)



You can have tiles appear on the Windows 10 Start menu for each of the installed apps. The tiles appear in a designated area for Microsoft apps.

Note: In order to pin Office tiles to the Start Menu in Windows 10, You must be using at least version 10.0.10586.0 of Windows 10. The following steps don't work with earlier versions of Windows 10.

To have app tiles appear on the Start menu, create a LayoutModification.xml file. This XML file controls the layout of the Start menu and the tiles that appear there. For more information about the LayoutModification.xml file, see [Customize the Windows 10 Start screen](#).

For Push Button Reset, the layoutmodification.xml file needs to be copied to the right folder using extensibility script in the PBR process.

NOTE: The OOBE process is intended to appear after a Push Button Reset, as PBR will reset to a clean unlicensed state.

In the LayoutModification.xml file include the AppendOfficeSuite and AppendOfficeSuiteChoice tags, as shown in the following example.

```
<LayoutModificationTemplate
  xmlns="http://schemas.microsoft.com/Start/2014/LayoutModification"
  xmlns:defaultlayout="http://schemas.microsoft.com/Start/2014/FullDefaultLayout"
  xmlns:start="http://schemas.microsoft.com/Start/2014/StartLayout"
  Version="1">
  <AppendOfficeSuite/>
  <AppendOfficeSuiteChoice Choice="Desktop2016" />
</LayoutModificationTemplate>
```

Note: The Choice attribute is new. This allows different versions of Office to be pinned to the Start screen at the same time. For now, Desktop2016 is the only valid value. Other values will be available in the future.

After you create the LayoutModification.xml file, you need to add the file to the following folder:

```
C:\Users\Default\AppData\Local\Microsoft\Windows\Shell\
```

After running a sysprep /generalize command (see Appendix for example), this .XML will be parsed to configure the Start menu layout on “first boot”. For more information about adding the LayoutModification.xml file to the image, see [Add the LayoutModification.xml file to the device](#).

Windows 8.1

Here are the steps for programmatically adding the Word, Excel, and PowerPoint app tiles to the Start Menu:

1. Deploy Windows 8.1 image
2. Enter Audit mode before OOBE(Ctrl+Shift+F3)
3. Install Office 2016 in Audit mode by following the Office Preinstallation guide
4. Modify the unattend.xml file ([details below](#))
5. Run command: C:\Windows\System32\Sysprep\sysprep /oobe /generalize /unattend:c:\O16_smoketest\Unattend.xml /shutdown
Note the folder location of your unattend.xml file.

Modify the unattend.xml file for Windows 8.1

Amd64 - Choose components of "amd64" or "x86" for add/edit

StartTiles is for pinning Office16 in the Start menu

The location of the link files for Office2016, e.g. %allusersprofile% = C:\ProgramData

```
<component name="Microsoft-Windows-Shell-Setup" processorArchitecture="amd64"
publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="nonSxS"
xmlns:wcm="http://schemas.microsoft.com/WMIConfig/2002/State" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">

<Themes>

<DesktopBackground>%windir%\system32\OEM\Fabrikam.bmp</DesktopBackground>

<ThemeName>OEM Theme</ThemeName>

</Themes>

<StartTiles>

<SquareTiles>

<SquareOrDesktopTile1>

<AppIdOrPath>%allusersprofile%\Microsoft\Windows\Start Menu\Programs\Word 2016.lnk</AppIdOrPath>

</SquareOrDesktopTile1>

<SquareOrDesktopTile2>
```

```

<AppIdOrPath>%allusersprofile%\Microsoft\Windows\Start Menu\Programs\PowerPoint 2016.lnk</AppIdOrPath>
</SquareOrDesktopTile2>
<SquareOrDesktopTile3>
<AppIdOrPath>%allusersprofile%\Microsoft\Windows\Start Menu\Programs\Excel 2016.lnk</AppIdOrPath>
</SquareOrDesktopTile3>
</SquareTiles>
</StartTiles>
</component>

```

If you run into issues, please check the case-sensitivity of the strings.

Windows 7

Here are the steps for programmatically adding the Word, Excel, and PowerPoint app tiles to the Start Menu using the unattend.xml file:

Modify the unattend.xml file for Windows 7

StartPanelLinks is for pinning Office16 in the Start menu

Please find the link files for Office2016, e.g. %allusersprofile% = C:\ProgramData

```

<StartPanelLinks>
<Link0>%allusersprofile%\Microsoft\Windows\Start Menu\Programs\Word 2016.lnk</Link0>
<Link1>%allusersprofile%\Microsoft\Windows\Start Menu\Programs\PowerPoint 2016.lnk</Link1>
<Link2>%allusersprofile%\Microsoft\Windows\Start Menu\Programs\Excel 2016.lnk</Link2>

```

</StartPanelLinks>

If you run into issues, please check the case-sensitivity of the strings.

For further information on customizing the Windows 7 Start menu and taskbar using unattend.xml, please visit this TechNet Blog:

<https://blogs.technet.microsoft.com/askcore/2010/03/16/how-to-customize-the-windows-7-start-menu-and-taskbar-using-unattend-xml/>

Configure the setup experience for the user

After you install Office on the device, you also need to configure the setup experience for the user. This is the experience the user sees when they open an Office app for the first time on the device. This also is intended to ensure that Office is properly licensed and activated.

Setup mode	Description
OEM	<p>In this mode, a customer can choose to try, buy, or activate Office with an existing account, PIN, or product key.</p> <p>This mode doesn't support Activation for Office (AFO) or AFO late binding. Therefore, if you choose this mode, you need to provide the customer with an Activation Card (formerly called a product key card or a Microsoft Product Identifier (MPI) card).</p>
OEMTA	<p>This mode supports the try, buy, or activate experience of the OEM mode as well as supporting AFO and AFO late binding.</p> <p>This mode supports Office activation through the device's Windows product key, which means the customer wouldn't need to enter a 5x5 product key code.</p>

	This AFO setting will require the customer to have an internet connection and an activated copy of Windows. AFO is not supported on Windows 7.
--	--

Note: This guide doesn't cover the setup modes specifically for PIPC scenarios for OEMs in Japan. For that information, see the PIPC guide.

Using oemsetup.cmd script to configure the setup experience

To configure the setup experience for the user, you need to make some changes to the registry after you install Office on the device. To make these registry changes, you run a script named oemsetup.cmd.

To correctly set the AFO notification on all machines (for localization purposes) the oemsetup.cmd script requires two XML files be kept in the same directory as it. These are the ScheduledTask.xml and ScheduledTaskWOW.xml files.

The oemsetup.cmd script and required XML files are included in the image file that contains the Office Deployment Tool (ODT).

From an elevated command prompt, run the following command:

```
Oemsetup.cmd Mode=<mode> Referral=####
```

In the command, for <mode>, specify either OEM or OEMTA and for ####, specify a four-digit number.

You must provide a mode, but the referral ID is optional. A referral ID is a four-digit number that can be used to track purchases from registered OEMs.

For example, if you want to use OEMTA mode and the referral ID is 7014, you would use the following command:

```
Oemsetup.cmd Mode=OEMTA Referral=7014
```

If you choose OEMTA mode, a scheduled task for the AFO notification is created automatically.

Appendix

This appendix contains the following information:

- [Downloading and installing Office Language Interfaces](#)
- [Removing installed languages that aren't needed](#)

Downloading and installing Office Language Interfaces

Some markets may require additional Office languages beyond the standard set of fully localized languages, such as Basque (eu-es), Catalan (ca-es), or Galician (gl-es). These languages can't be installed by themselves on a device. Instead, they must be installed along with another fully localized language.

NOTE: Not all Office apps are available in these extended languages. In addition, extended languages are not included in the scope of language cleanup like core languages are. This is expected.

To install these languages, there are two requirements:

1. You must use the Office Deployment Tool to download the installation files for these languages from the Office Content Delivery Network (CDN) on the Internet.
2. The build version of these languages must match the build version of the other fully localized languages.

For example, you may want to an Office installation in Spanish (es-es) and Basque (eu-es). The Spanish installation files are available in the Spanish .img file as part of the OPK. To obtain the Basque installation files, you need to use the Office Deployment Tool to download them from the CDN.

The build version can be determined by looking at the folder where the Office installation files are located. Under the `Office\Data` folder, there is folder with the build version. For example, `Office\Data\16.0.7571.2122`.

In this case, you need to make sure the Spanish and the Basque installation files are both the `16.0.7571.2122` version. Do not mix different build versions.

To use the Office Deployment Tool to download these languages, you need to specify the following in your configuration.xml file:

- SourcePath -- the location of where to download the files
- Version -- the Office build that you want to download
- Language ID -- the languages that you want to download

NOTE: The Language ID follows a standard language + culture code convention (ll-cc).

For example, the following configuration.xml file could be used to download version 16.0.7571.2122 of 32-bit Office in Spanish, Basque, Galician, and Catalan to the C:\Temp folder.

```
<Configuration>
  <Add SourcePath="C:\Temp\" Version="16.0.7571.2122" OfficeClientEdition="32">
    <Product ID="O365HomePremRetail">
      <Language ID="es-es" />
      <Language ID="eu-es" />
      <Language ID="ca-es" />
      <Language ID="gl-es" />
    </Product>
  </Add>
</Configuration>
```

To download the language files, run the following command from an elevated command prompt:

```
setup.exe /download configuration.xml
```

If needed, provide the path to the setup.exe and configuration.xml files.

The time it takes to download these files depends primarily on the speed of the network connection.

As mentioned in [Prepare the Office installation files](#), you can copy all the language files to the same location. Then, modify the configuration.xml file to specify all the languages that you want to install from that location.

Removing installed languages that aren't needed

By default, all installed Office languages remain on the device. If you want only the Office language that matches the Windows display language to remain, but have all other Office languages removed, you can configure that.

If you configure this, when the device is first booted, Office attempts to match the Windows display language to one of the installed Office languages. If a match is found, all other Office languages are marked for silent removal, at the next update opportunity. This removal occurs asynchronously, and won't cause a delay in the initial boot of the device.

To configure the removal of languages that aren't needed, create an XML file. This XML file is used as an "answer file" to tell the System Preparation (Sysprep) tool to remove the languages during the initial boot of the device if an appropriate match is found. For more information about Sysprep, see [Sysprep \(System Preparation\) Overview](#).

Use the following example to create your XML file.

```
<?xml version="1.0" encoding="utf-8"?>
<unattend xmlns="urn:schemas-microsoft-com:unattend">
  <settings pass="oobeSystem">
    <component name="Microsoft-Windows-Shell-Setup" processorArchitecture="amd64"
      publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="NonSxS"
      xmlns:wcm="http://schemas.microsoft.com/WMIconfig/2002/State"
      xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
      <FirstLogonCommands>
        <SynchronousCommand wcm:action="add">
          <Description>Office Culture Refresh</Description>
          <Order>1</Order>
          <CommandLine>"%COMMONPROGRAMFILES%\Microsoft
Shared\ClickToRun\OfficeClickToRun.exe" scenario=CULTUREREFRESH RemoveNonClientCultures=True
displaylevel=False</CommandLine>
        </SynchronousCommand>
      </FirstLogonCommands>
    </component>
  </settings>
```

</unattend>

The key part of the XML file is the `CommandLine` section. The following table explains the parts of the `CommandLine` section.

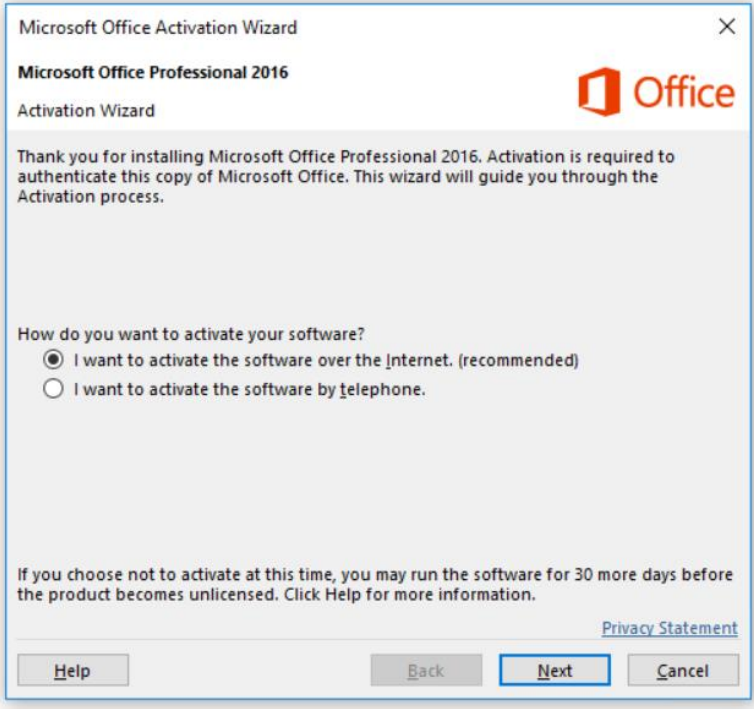
CommandLine part	Description
"%COMMONPROGRAMFILES%\Microsoft Shared\ClickToRun\OfficeClickToRun.exe"	Run the Click-to-Run client for Office from where it has been installed locally.
scenario=CULTUREREFRESH	Compare the Windows display language to the installed Office languages. If a match is found, switch the Office language to that match.
RemoveNonClientCultures=True	If a language match is found, remove the other remaining Office languages, if any, at the next update opportunity.
displaylevel=False	Perform the removal silently. That is, don't display an error to the user if something goes wrong.

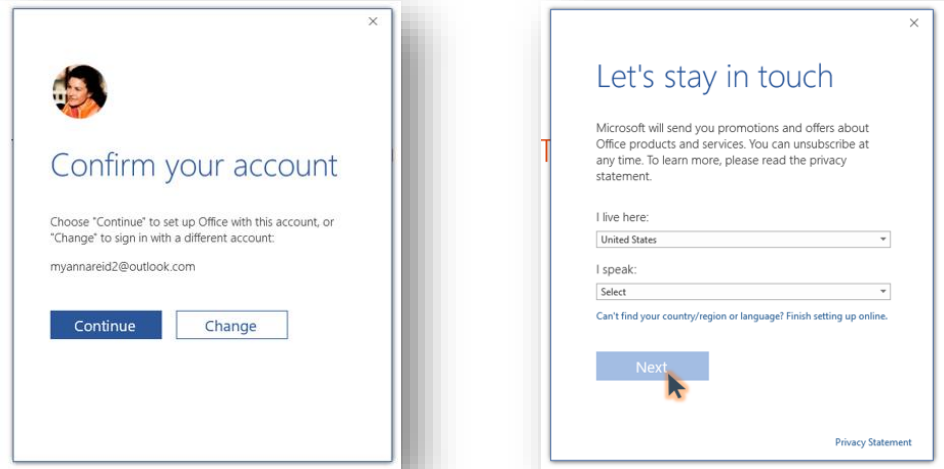
After you create the file and save it as `unattend.xml` in the Sysprep folder, run the following command from an elevated command prompt to have Sysprep apply the settings in the XML file.

```
sysprep /oobe /generalize /unattend:c:\windows\system32\sysprep\unattend.xml
```

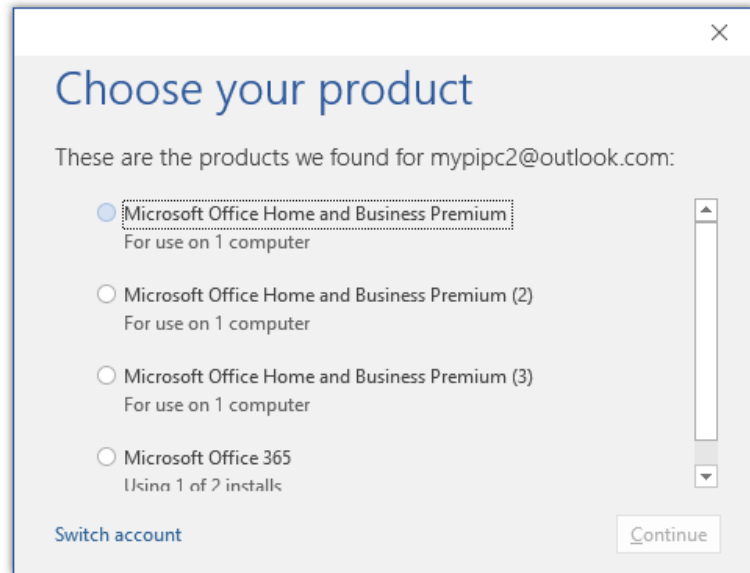
For more information, see [Sysprep Command-Line Options](#).

Known Issues

Issue	Description	Status
<p>Activation Wizard displayed after SKU change</p>	<p>When a customer activates Office with a different SKU to the one preinstalled by the OEM, Office uses its update mechanism to correct the apps and branding on the device. A registry key is incorrectly set that usually signals Office to activate in the background, this causes the Activation Wizard UI to show up on the next boot after the SKU change completes.</p>  <p>Customer only have to click “Next” and they will be activated successfully.</p>	<p>Fixed</p>
<p>If user launches Publisher and</p>	<p>If the user launches Publisher and attempts to use in-app “Try” and in-app Product Key “Activate” experiences, the workflow cannot be completed with a mouse.</p>	<p>Fixed</p>

<p>attempts to Try or Activate, some buttons in OOBÉ are not clickable</p>	<p>The dialog prompting for confirmation of the Microsoft Account associated with Windows, and the “Let’s stay in touch”, contain actionable UI elements that do not respond to a mouse click. Keyboard input does work.</p> <div data-bbox="464 402 1402 867">  </div>	
<p>Choose your product dialog ordering</p>	<p>When Office checks a customer’s account (MSA or Org ID) for an Office entitlement, there is a “Choose your product” dialog that may appear under the following circumstances:</p> <ul style="list-style-type: none"> • The account does not have an entitlement that matches the version of Office installed and there are two or more entitlements on that account e.g. Office Home and Student 2016 (unlicensed) is preinstalled by the OEM but the customer has Office 365 Home and Office Home and Business 2016 on their MSA 	<p>Fixed – use top to bottom.</p> <p>Final solution, go to http://office.com/myaccount to log in with the MSA associated with</p>

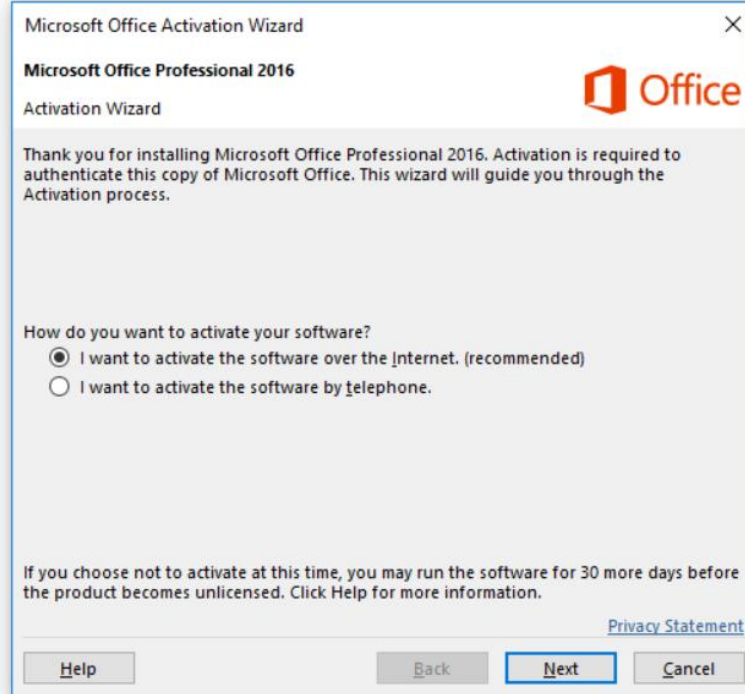
- The customer has more than one entitlement on their account that matches what has been preinstalled by the OEM e.g. OEM preinstalls Office Home and Business Premium for PIPC Hybrid in Japan but now a customer has 3 of these entitlements already on their account. Office won't know which to use for activation.



The expected behaviour in this UI sort would be to have the newest entitlement at the top, however, the ordering is reversed and the older entitlements are first.

Choosing a product that has been used elsewhere within the past 90 days will result in the Activation Wizard requiring phone activation to complete successfully.

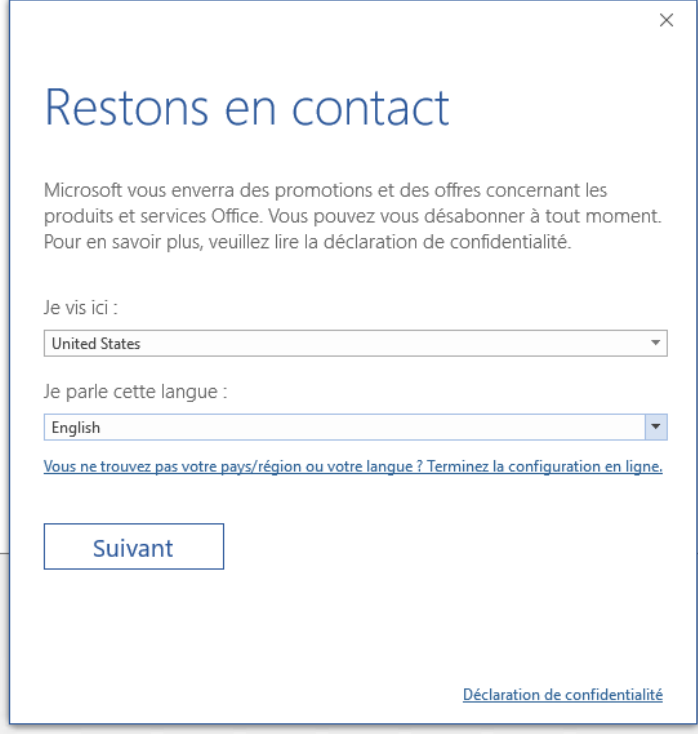
Office and click install on the correct product.

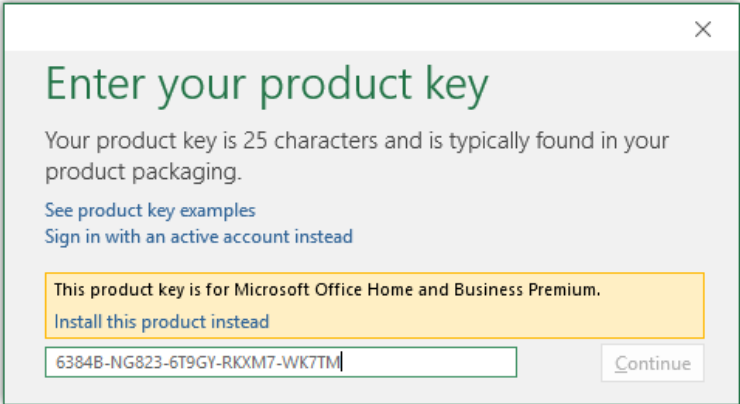


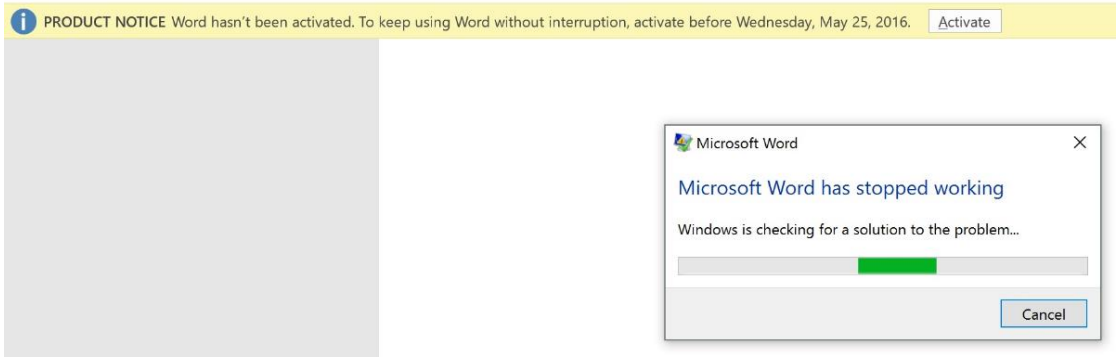
Windows UI language and Office UI language for in-app trial and Product Key redemption

The Country / Region and Language text display languages in the following UI are determined by the Windows UI language, not Office.
This is due to a dependency on Windows APIs to retrieve the localized locale names.

Have Office and Windows running in the same language.

		
Product Key Activation SKU Change	<p>When a customer is activating Office 2016 with a Product Key that does not require an MSA or internet connection (PIPC non-hybrid), but that product key is for a different Office product to that which was preinstalled by the OEM, there will be a product addition to what's installed on the machine.</p> <p><i>(continued)</i></p>	<p>The customer must go to "Programs and Features" and uninstall the SKU that doesn't match their product key.</p>

	 <p>Clicking to “Install this product instead” will install the other version of Office in addition to what was preinstalled by the OEM.</p> <p>If the preinstalled SKU contains more apps than the SKU the key is for, the extra apps contained in the preinstalled SKU will remain unlicensed on the machine. The apps they have in common will be licensed by the newer SKU.</p>	
Automatic choosing of Office entitlement	<p>When a customer has more than one Office entitlement on their account (MSA or Org ID), if they only have one entitlement matching the version of Office installed, then it will be automatically chosen by the client to use as a license despite what the customer may have redeemed in-app.</p> <p>For example, a customer is redeeming Office Home and Student 2016 but they have Office 365 Home also on their account. The preinstallation by OEMs is for Office 365 Home, so the client will automatically use up an install on that account instead of using the newly redeemed Home and Student product.</p>	Sign in to http://office.com/myaccount and install the correct version of Office.
40 Minutes Activation Window	Office OOB scenarios require the customer to complete set up within 40 minutes to avoid a potential hang after set up. (continued)	No action necessary to fix, the logic is built into the Office client to self-heal this scenario.

	<p>If the customer took longer than 40 minutes to complete their set up, the Office client they are using may hang / become unresponsive after the activation has completed. The customer would need to force quit the app and restart it.</p> <p>The OOB dialog may appear on the next boot despite activation completing. It will not appear a third time.</p>	
<p>AFO: Office apps may display “stopped working” message if user closes OOB dialog < 1 second after it launches</p>	<p>If the user launches an Office app on a computer configured in AFO mode (OEMTA), the OOB activation workflow will be launched. If the user immediately closes this workflow before the dialog UI can be displayed (e.g. less than one second), there is a chance that the app will display a “stopped working” message.</p> 	<p>Fixed</p>
<p>SKU to SKU conversion fails for Japan PIPC non-hybrid scenario</p>	<p>SKU-to-SKU Conversion still fails if the entered product key (for Office 2016 PIPC perpetual) doesn't match to the installed Office SKU in non-hybrid PIPC OOB in v16.2.</p> <ol style="list-style-type: none"> 1. OOB process runs again after Office app relaunch because SKU conversion process starts before Office activation completion in first OOB process. 2. Extra apps are not removed if SKU downgrade conversion finished (e.g. from Professional to Personal, Home and Business to Personal) 3. Previous SKU name is remained in Program list of Control Panel 	<p>Workaround is to ensure the customer receives the correct SKU based on what they paid for.</p> <p>ETA is TBD for fixing this issue. Tracked by work item 711311 (Client needs to clean up / remove unlicensed SKUs).</p>

SKU to SKU conversion for non-hybrid PIPC	Entering a product key into non-hybrid PIPC resulted in requesting an internet connection if the key didn't match the SKU installed. This program requires offline activation.	Fixed
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UX Validation

This document outlines the customer user experiences provided by the 16.3 OPK. In order to verify these scenarios, the PC needs to be set up in accordance with the Office Preinstall Guide.

Note: Microsoft accounts and Office Product Keys may be required to complete these scenarios.

This UX Validation section is broken into the following areas:

[Position on Start](#)

[Registry Settings](#)

[OEM](#)

[Try](#)

[Buy](#)

[Activate](#)

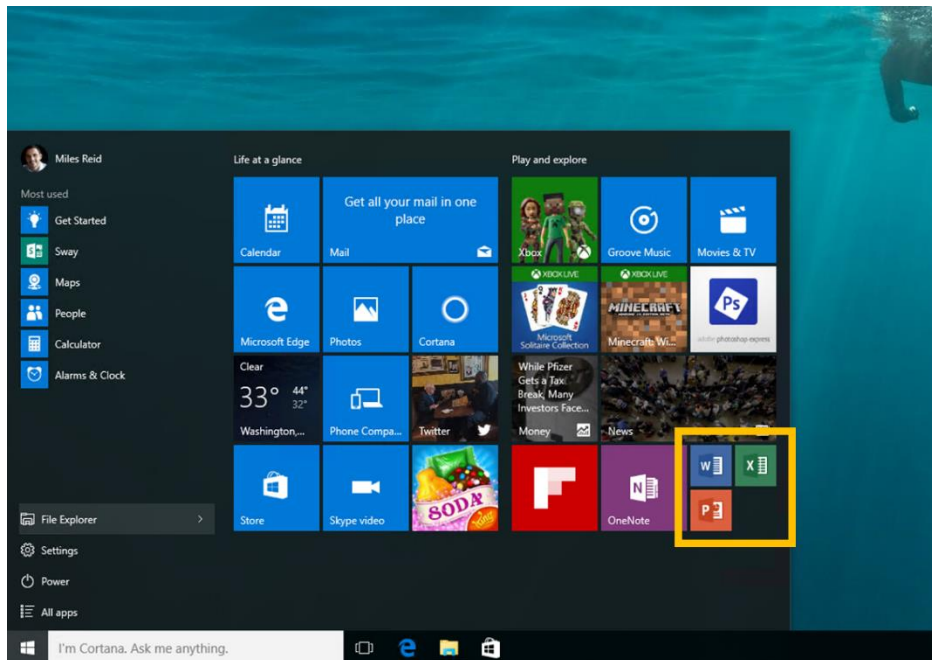
[OEMTA](#)

[Changing SKUs](#)

Position on Start

Once the Office 2016 apps are installed, Word, Excel and PowerPoint should occupy the lower right, medium tile in section 2.

Sample layout on TH2 (app selection may differ)



Newer layout on RS1



The Office Out of Box Experience (OOBE) will now exist within the suite applications themselves instead of a separate “Microsoft Office” application as used in the 15.4 OPK.

Registry Settings

In the Office Preinstall Guide, there is a section entitled “Configure the setup experience for the user”, here the type of experience a customer will see on their new machine is set by the OEM in the registry.

For reference:

OEM = Set up mode where product keys or Pins can be entered as well as signing into account. No AFO functionality.

OEMTA = Set up mode that supports all OEM scenarios (outside of PIPC). Activation for Office (AFO), Product key/Pin redemption, and sign in.

AFO is the program that supports the association of an Office Product Key with a Windows machine, at the time of manufacturing or via late binding.

OEM

This is the traditional setting for OOBE, it will present three options to set up Office; [Try](#), [Buy](#) and [Activate](#), similar to other OPKs in market today.

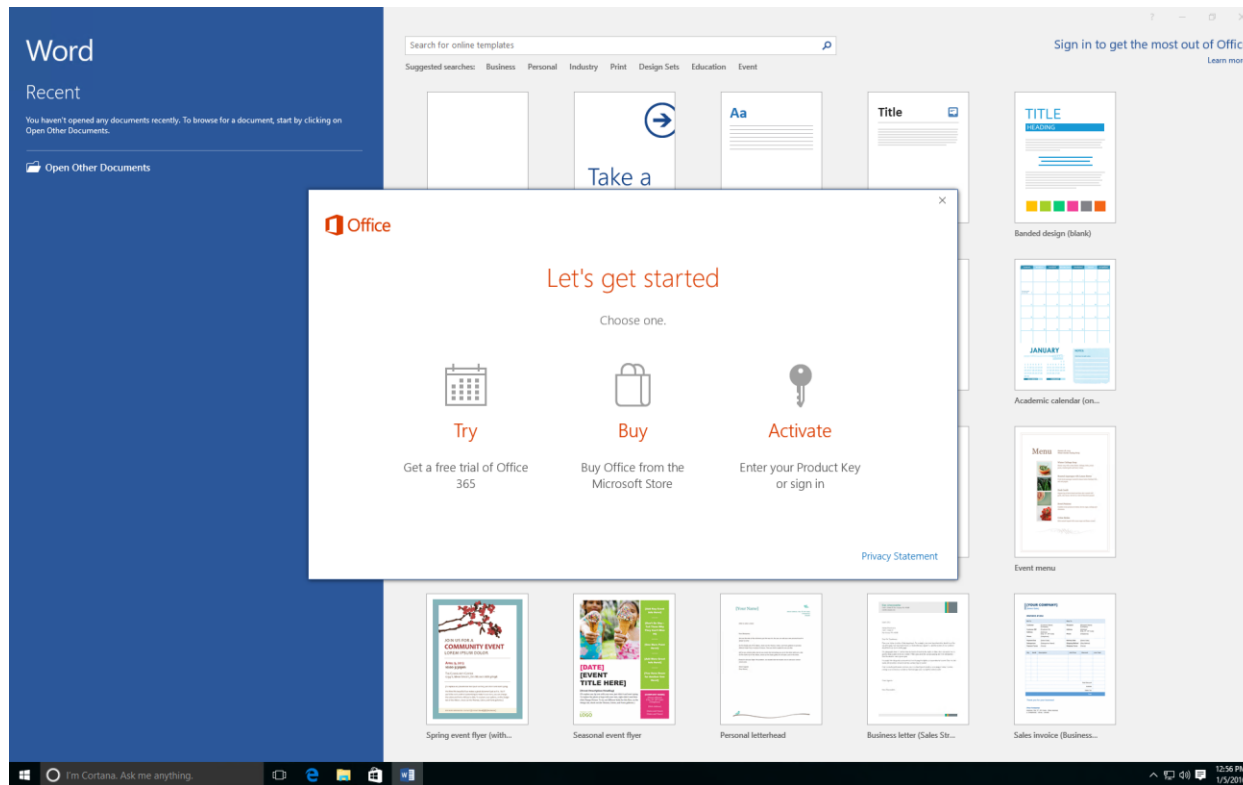
Try

The “Try” option will take customers down an in-app sign up path where they must sign in with an MSA and choose their Office account settings.

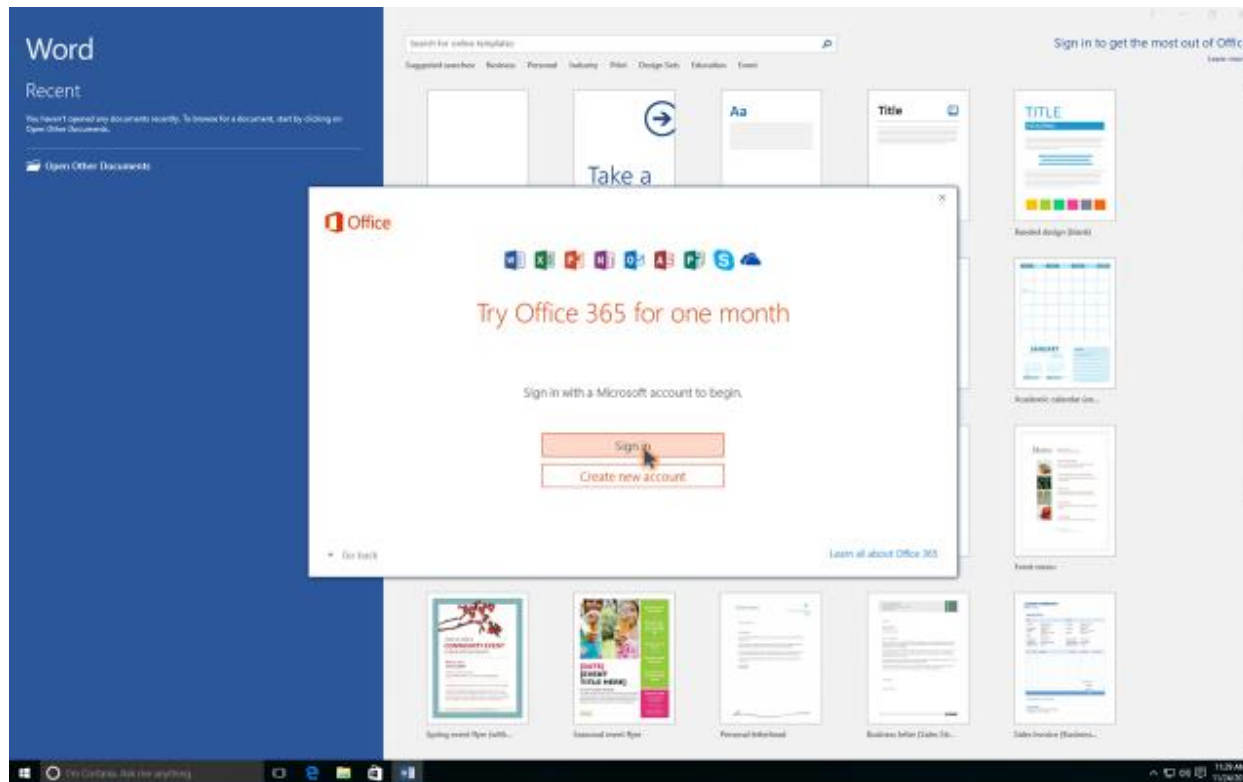
“Try” and the subsequent steps will test the experience on internal OEM devices.

Please note: Any given device cannot install more than one trial. Office 365 trials are for new customers only.

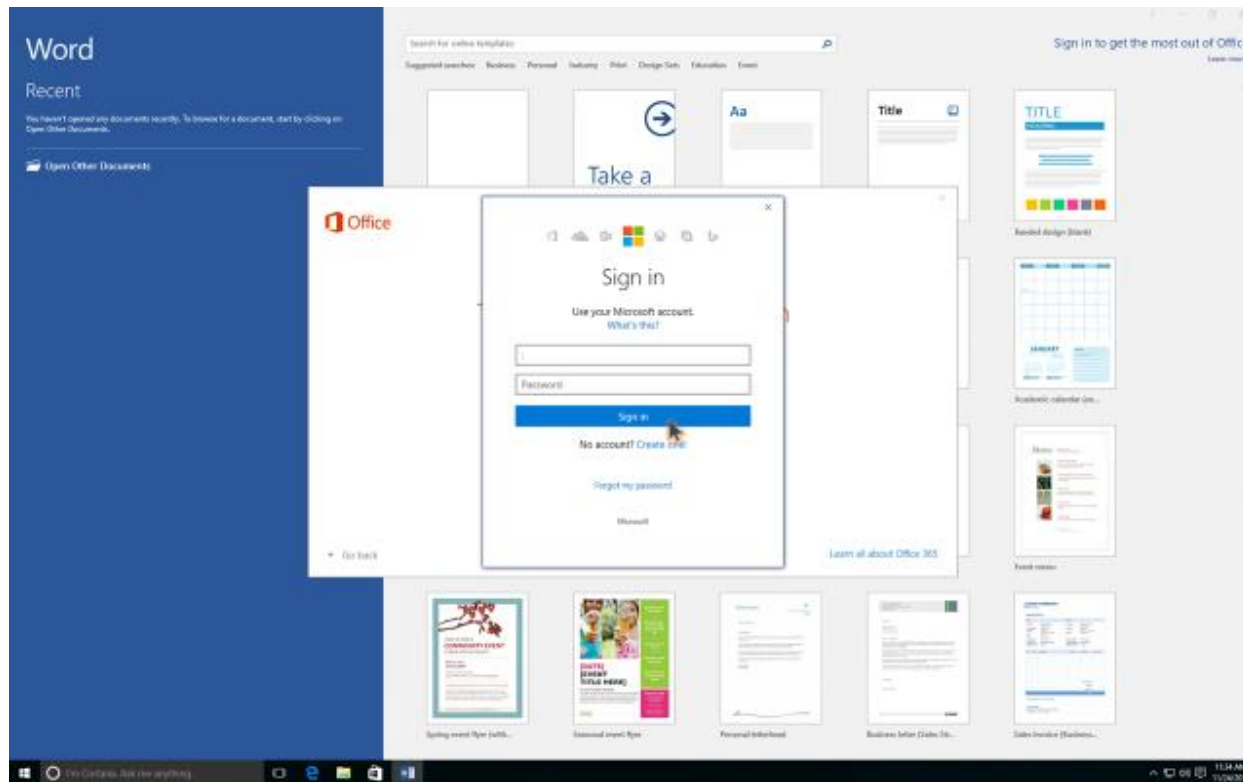
Step 1. Before selecting “Try”, please confirm the registry setting was correctly entered.



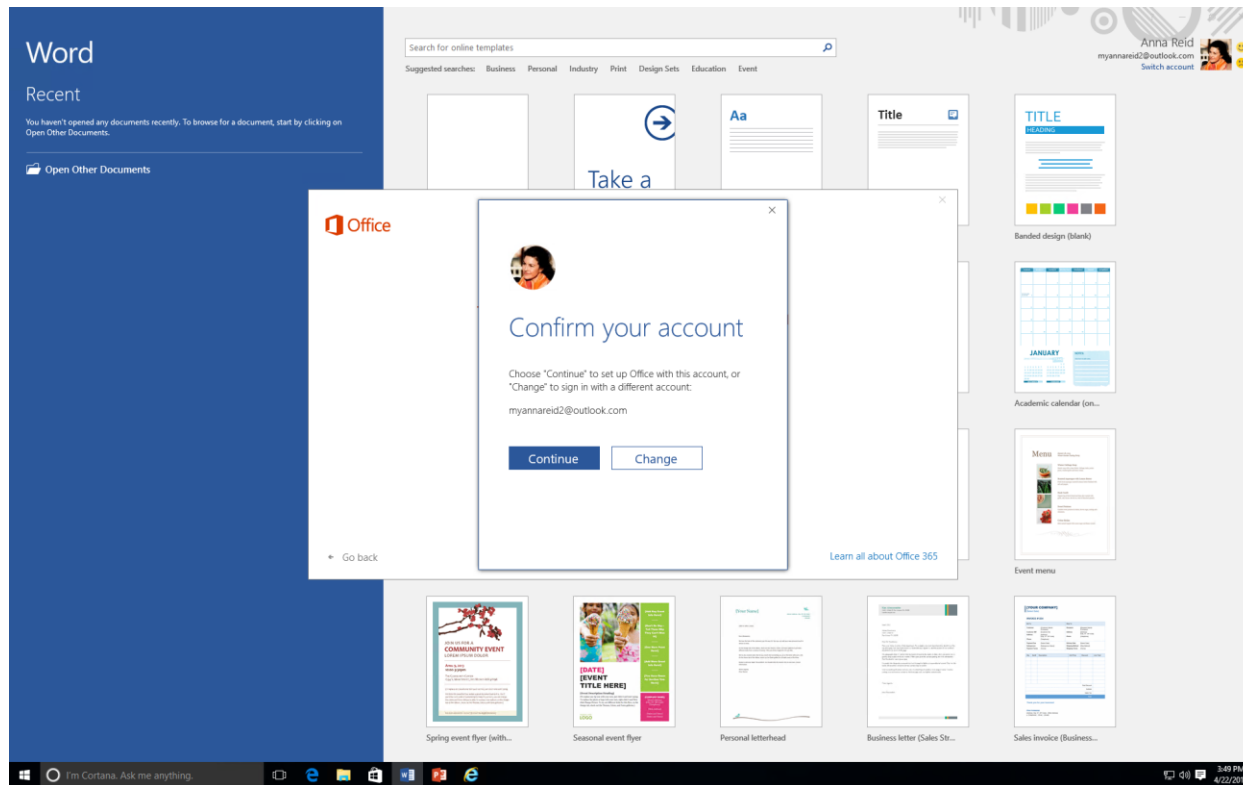
Step 2. Choose to sign in with an MSA (that has never had Office 365 before), or create a new MSA.



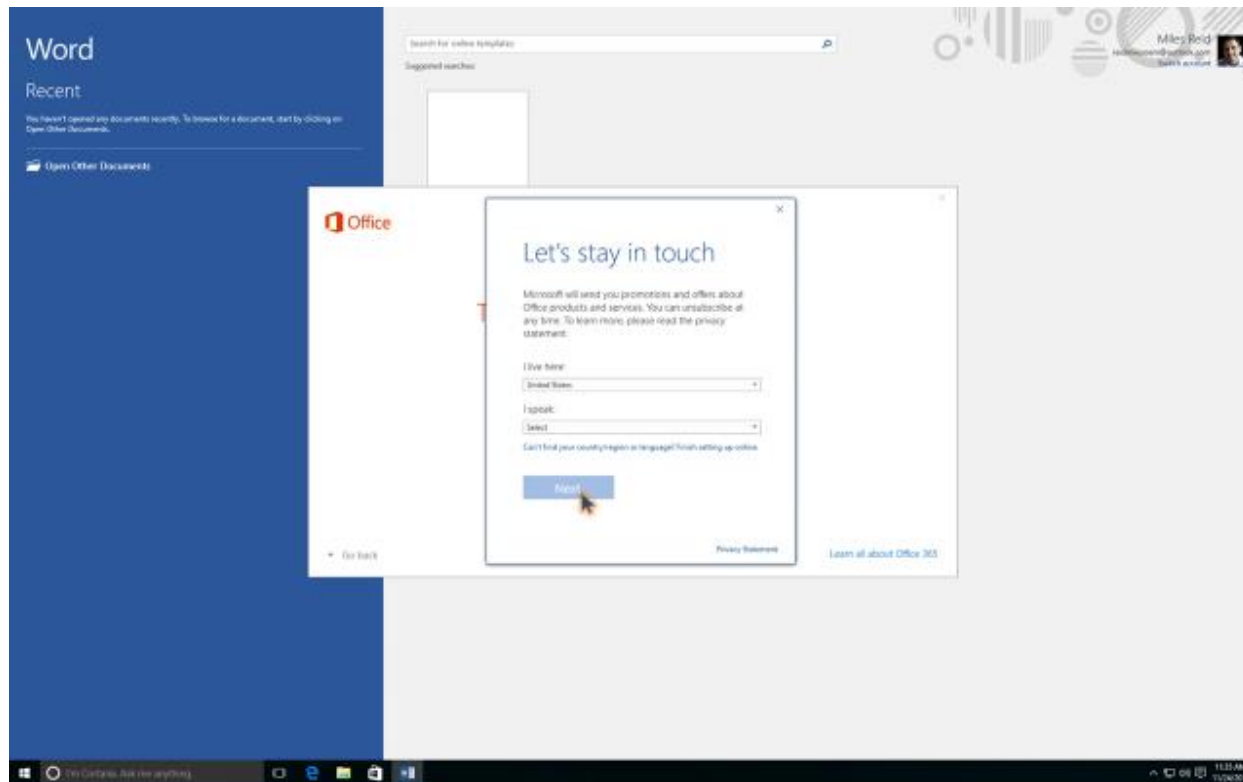
Step 3A. Sign in with a Microsoft Account (MSA)...



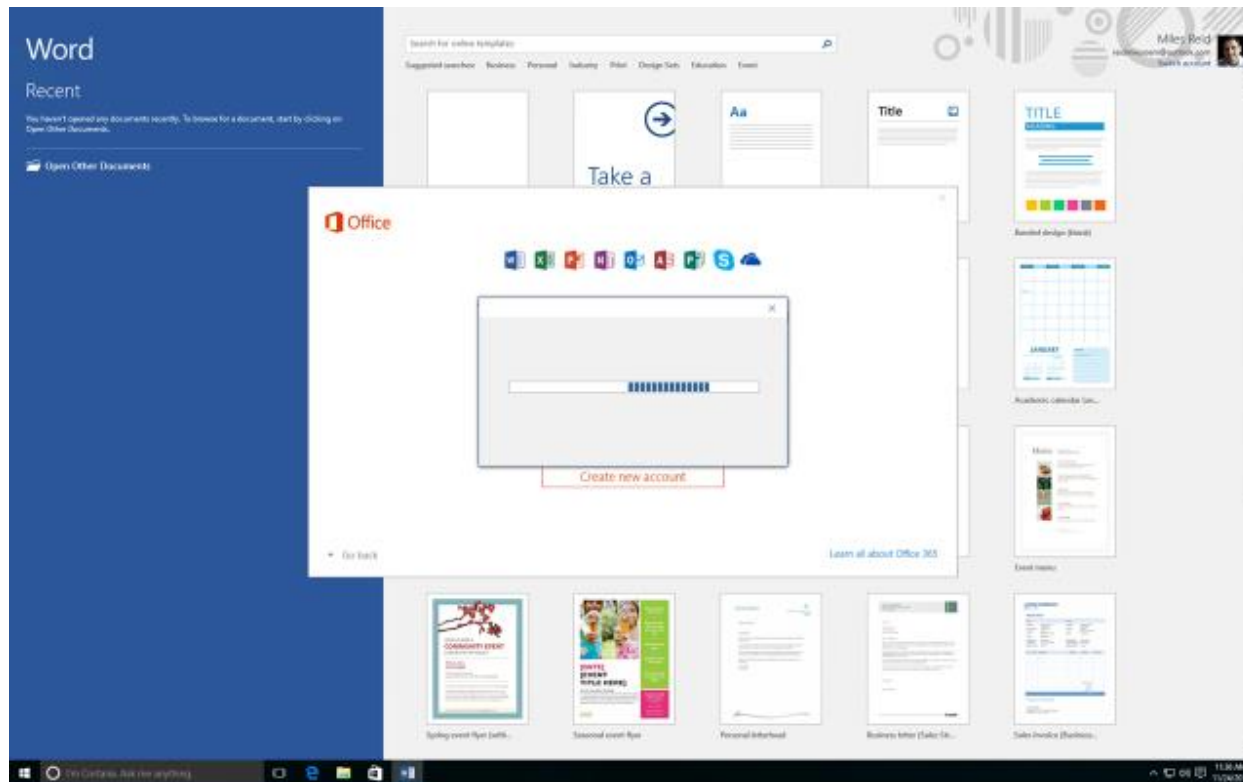
Step 3B.or confirm your account (if the MSA is already present).



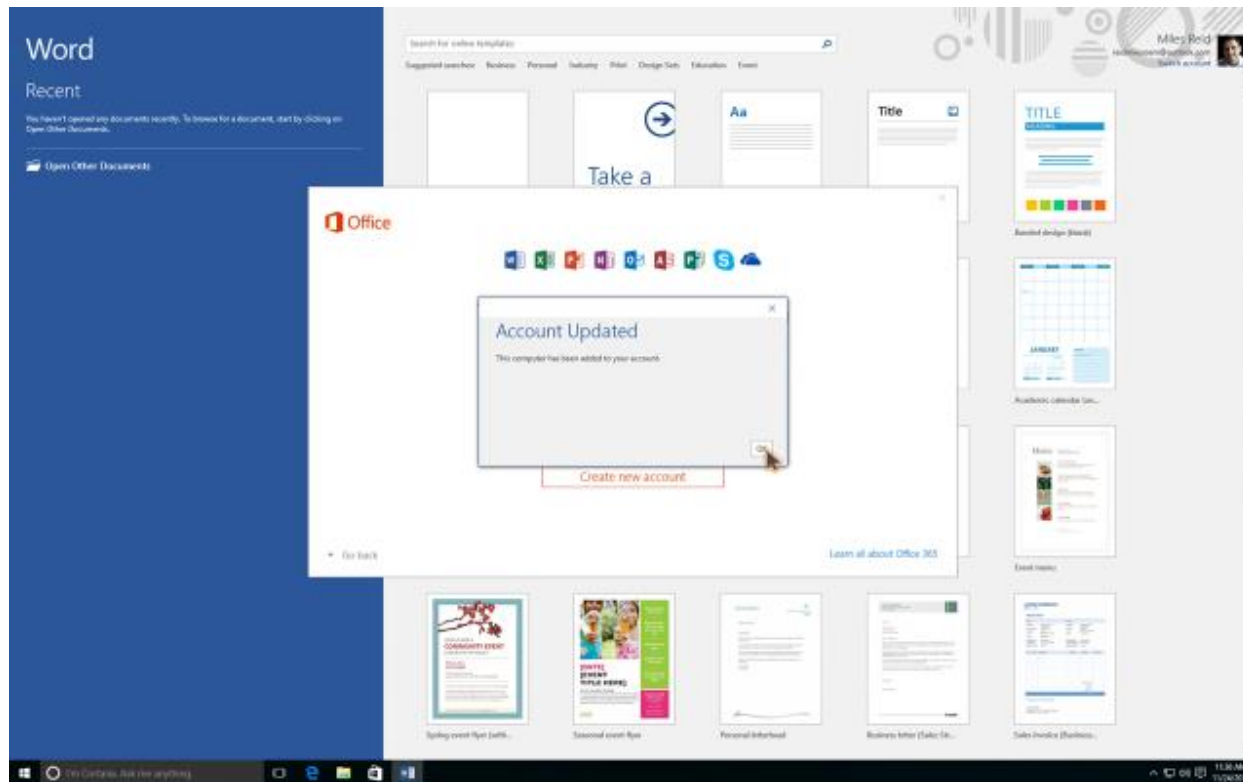
Step 4. Choose your country/region and language & click “Next”.



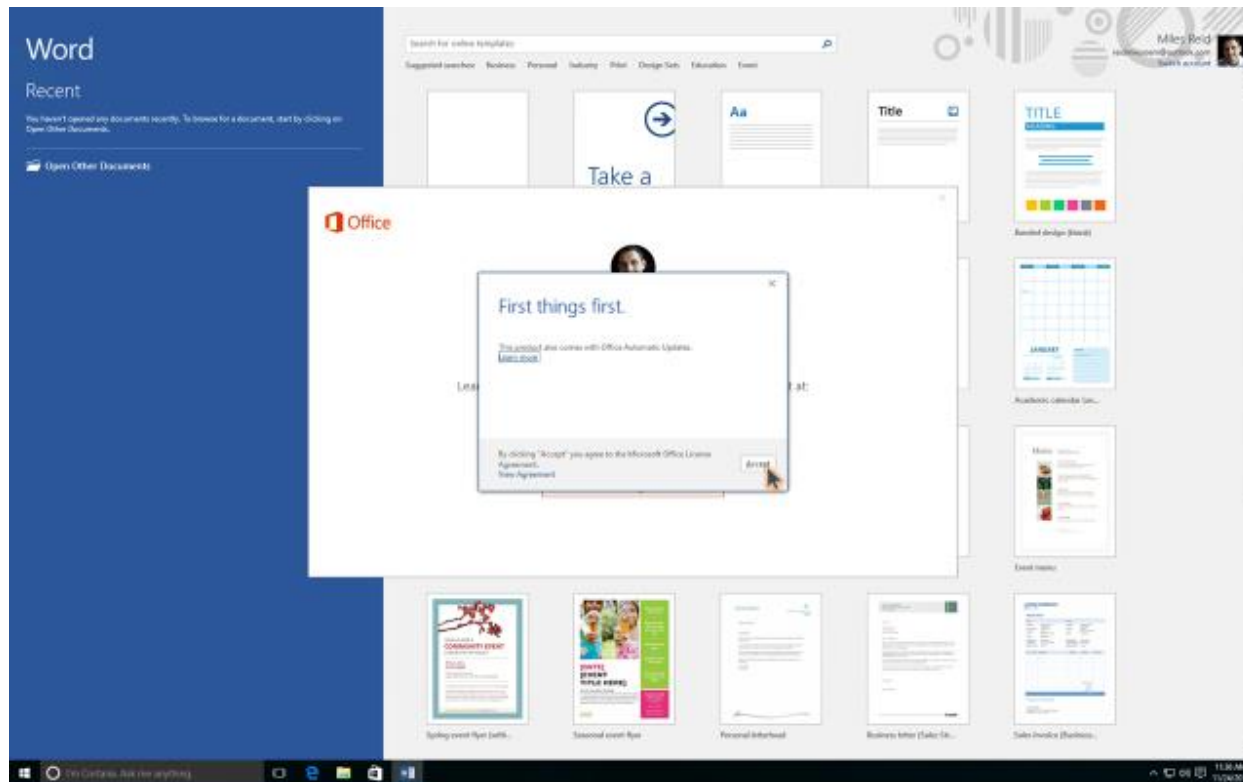
Step 5. Wait while the API to set up the trial is being called.



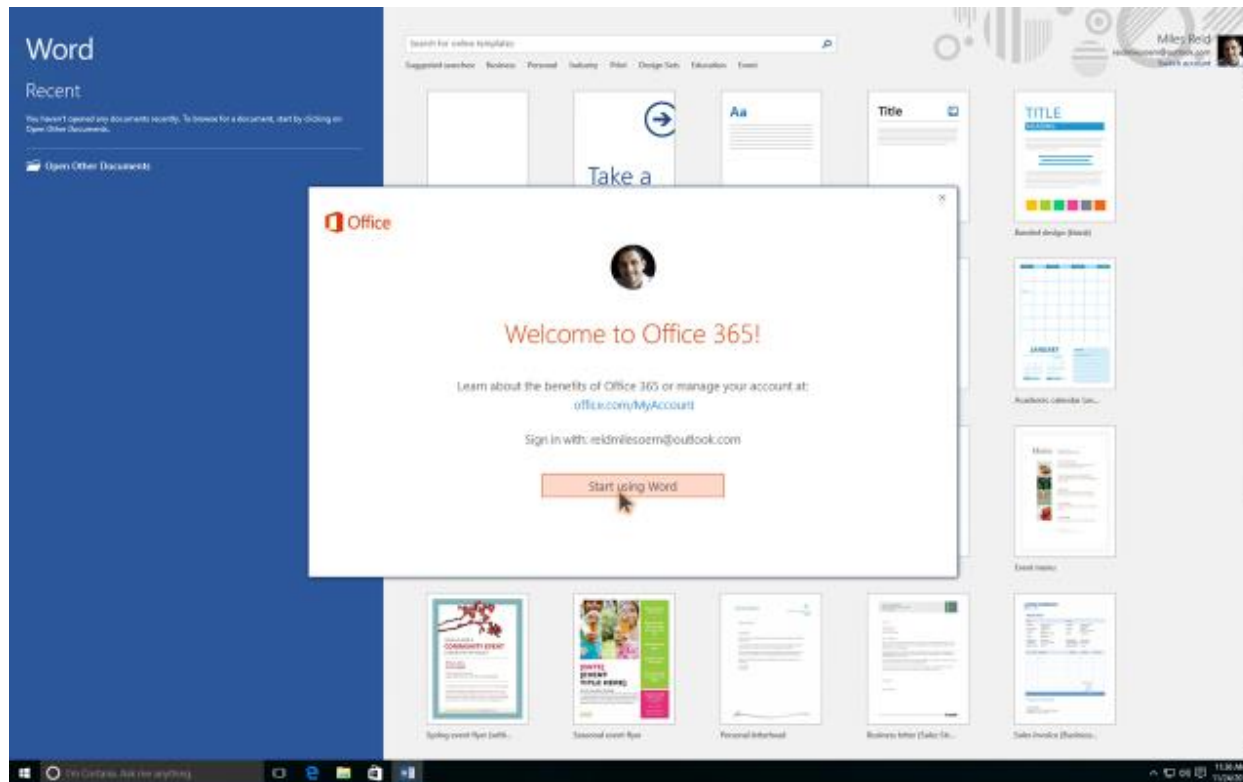
Step 6. Set up was successful, click “OK” on the “Account Updated” dialog.



Step 7. Accept the End User License Agreement (EULA).



Step 8. Set up complete, now Start using Word.

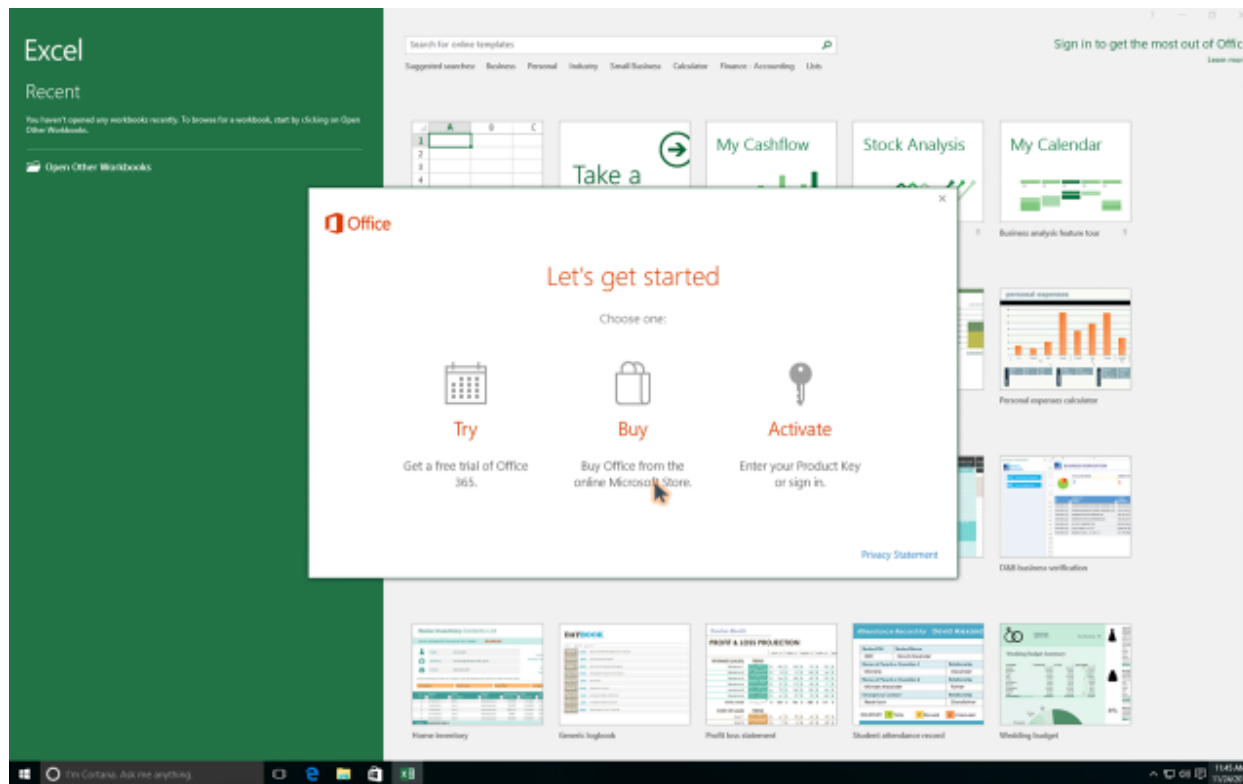


Buy

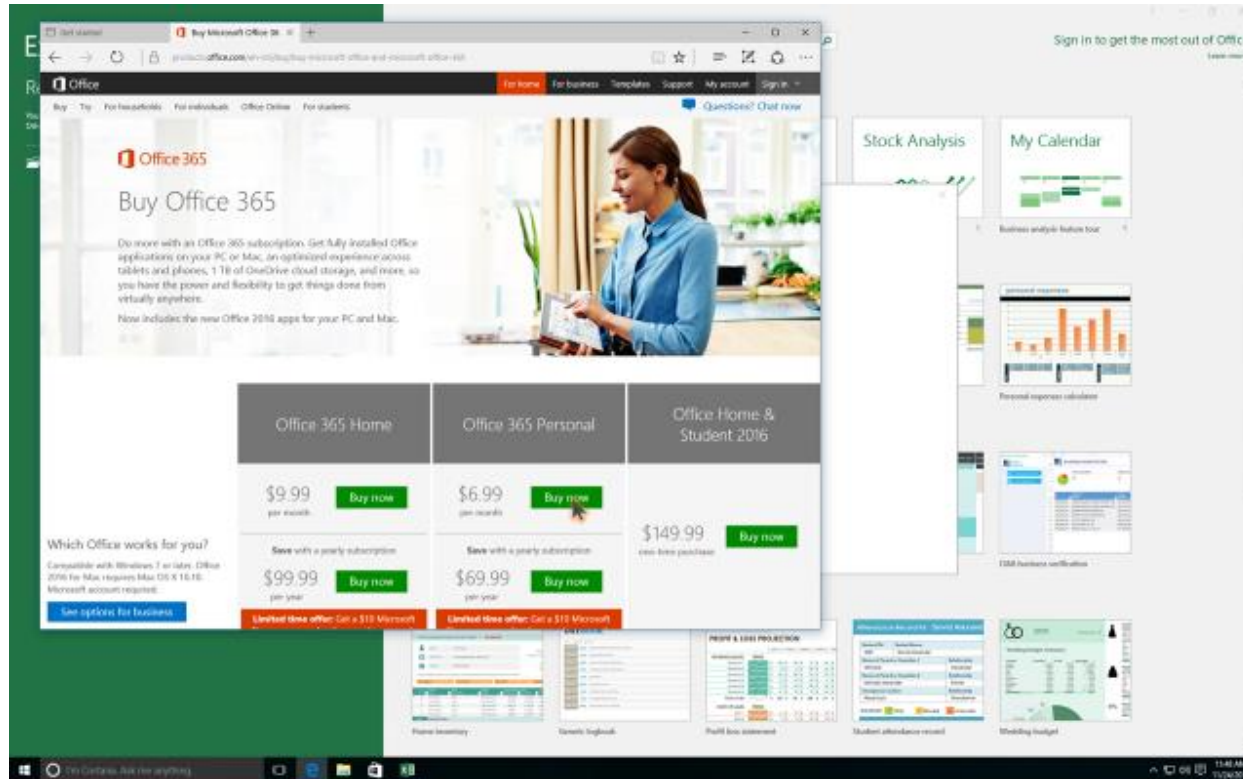
This option directs the customer to Office.com through the web browser.

Purchasing a product is not required to verify this scenario, the same MSA used above can be reused to complete this flow.

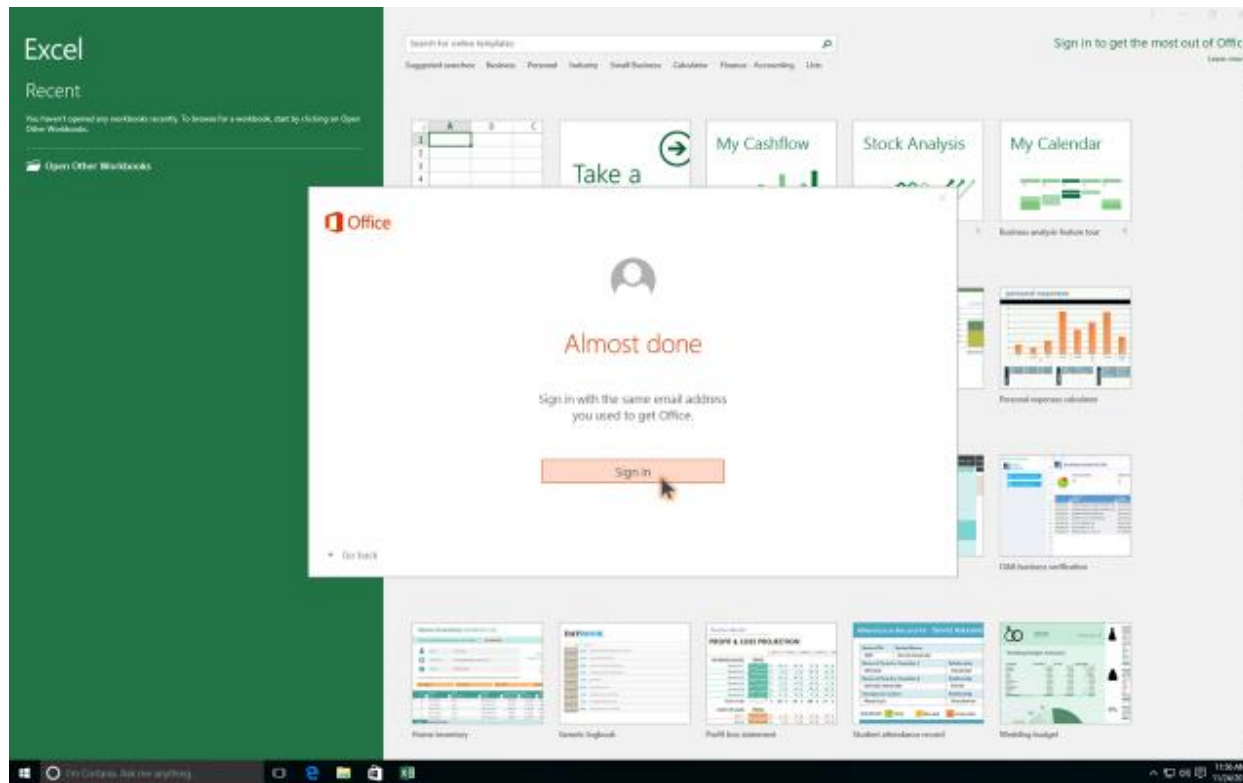
Step 1. Choose Buy.



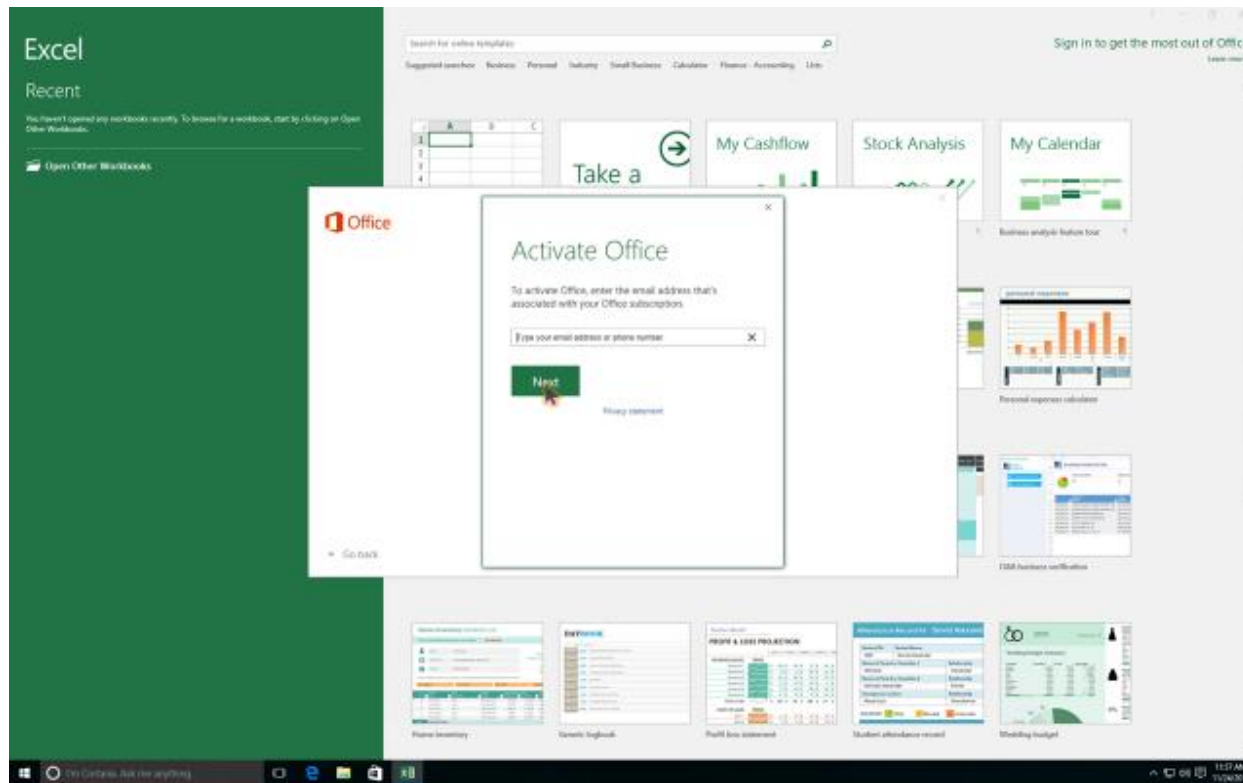
Step 2. Verify the UX goes to Office.com.



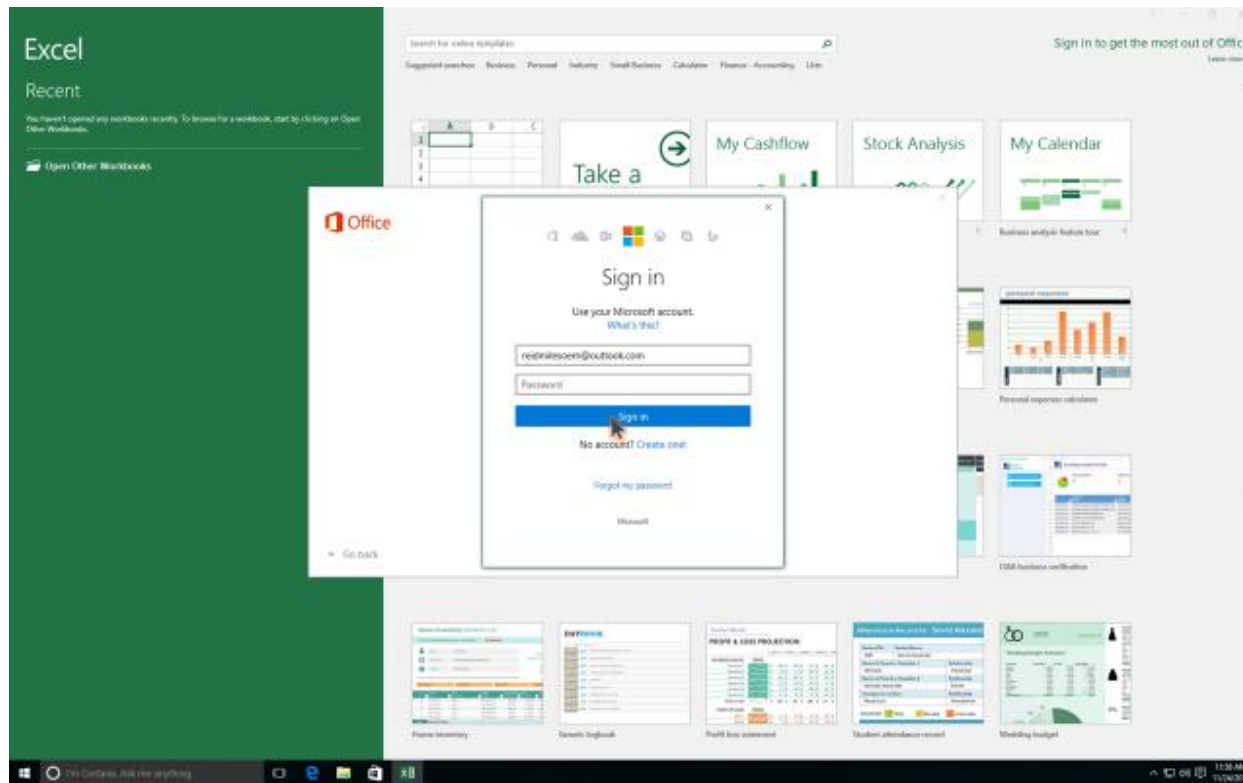
Step 3. Go back to the app (as if a purchase was completed) and choose “Sign in”.



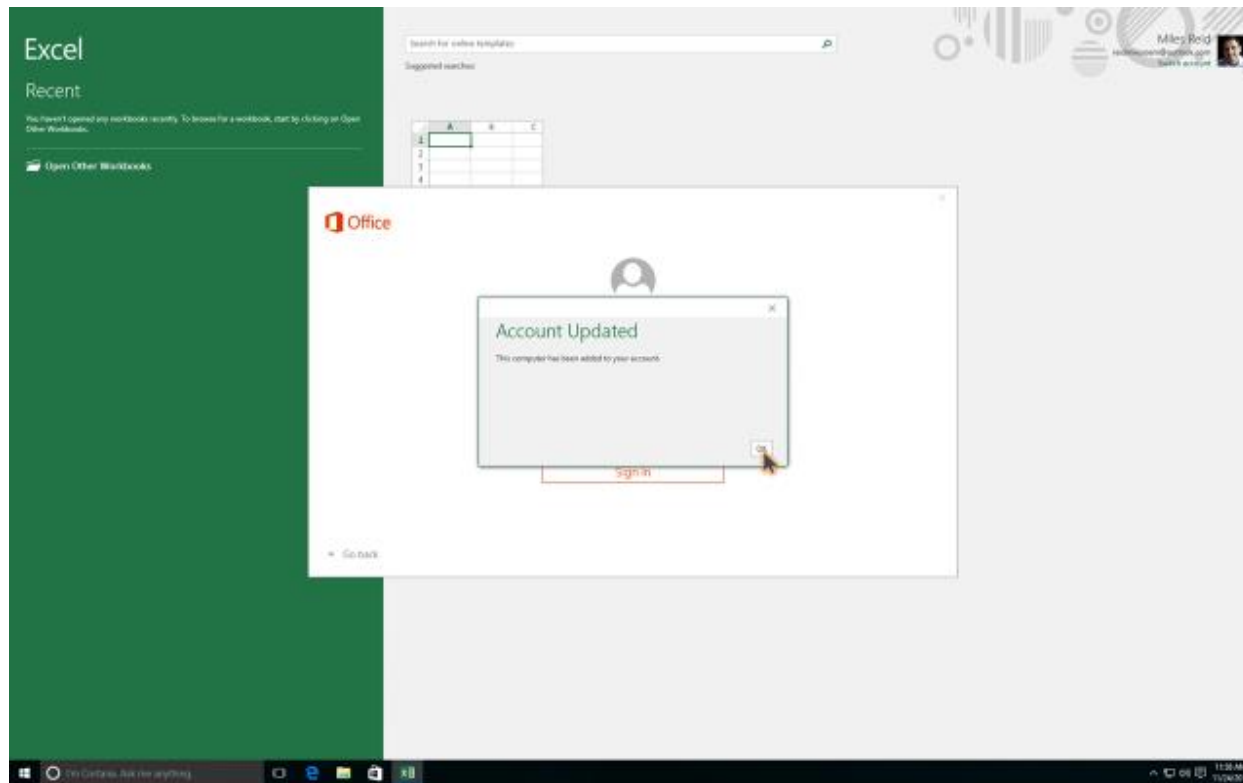
Step 4. Enter an MSA associated with Office or confirm the one prompted if correct.



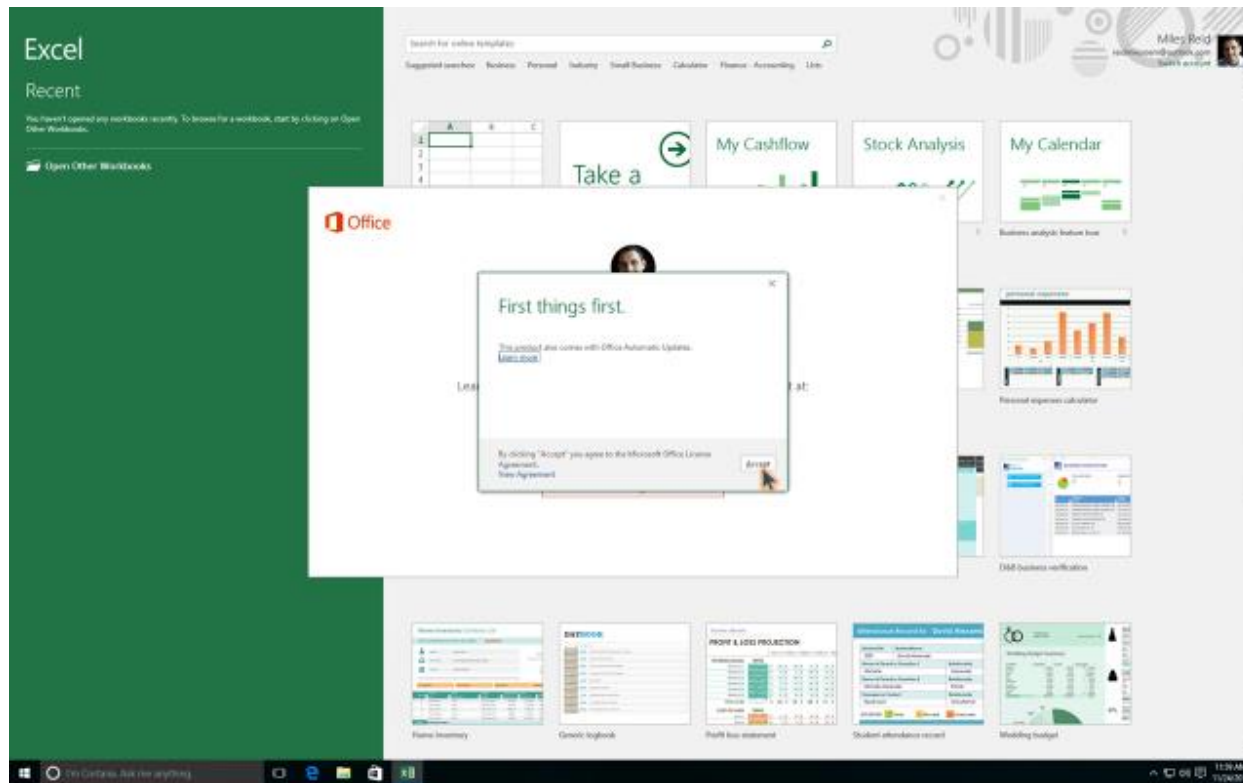
Step 5. Enter the email password.



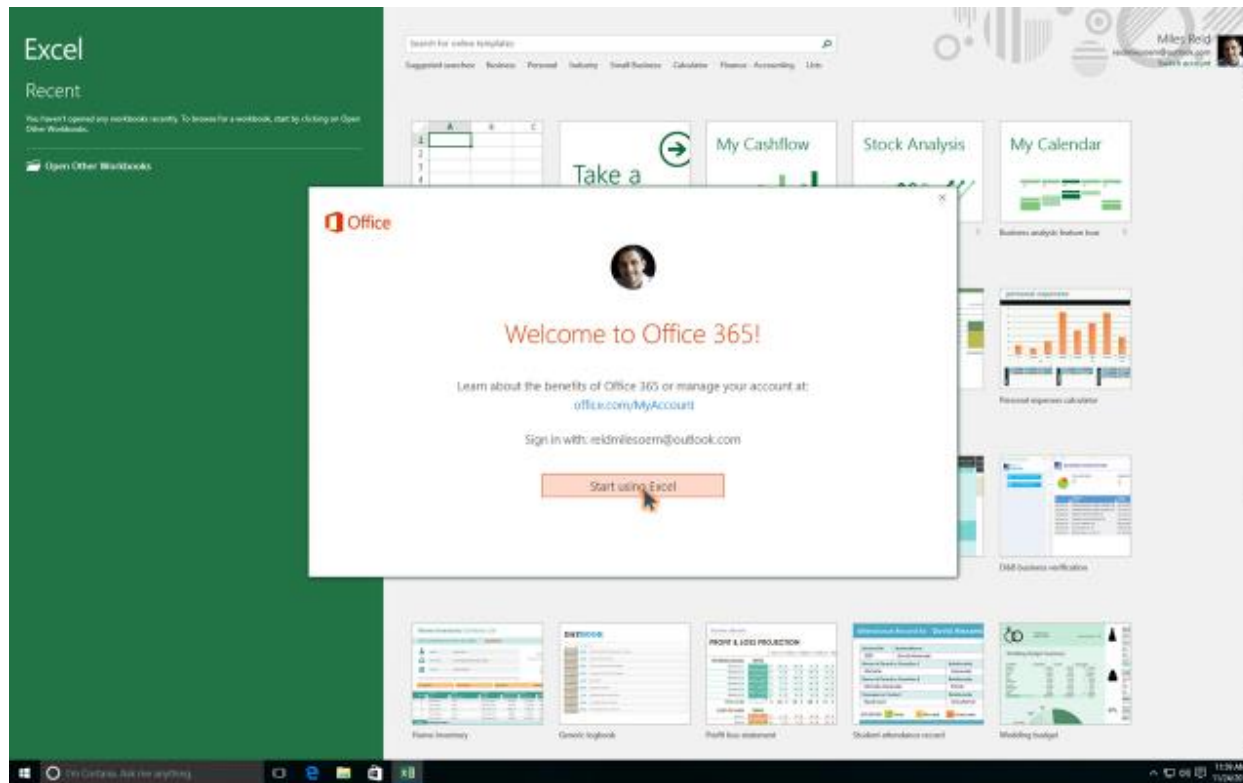
Step 6. Click “OK” on the account updated dialog.



Step 7. Accept the EULA.



Step 8. Final step in purchase set up, click to “Start using Excel”.

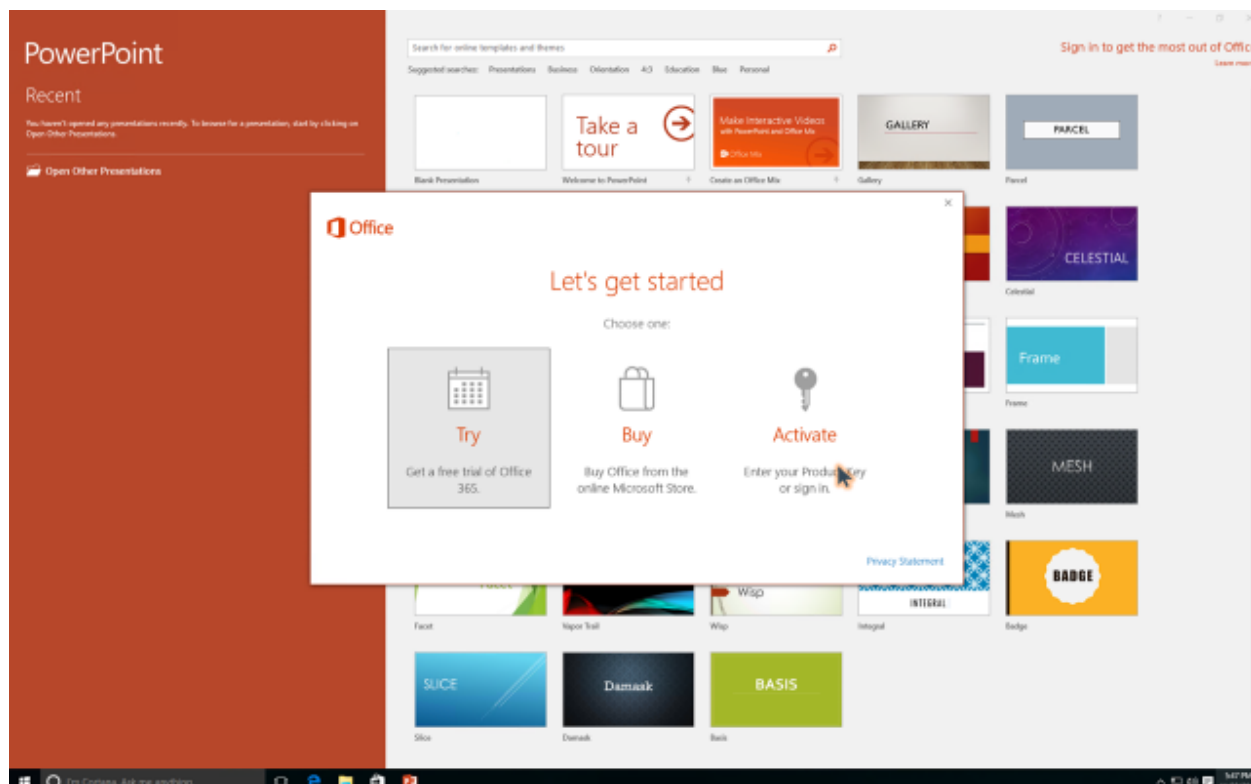


Activate

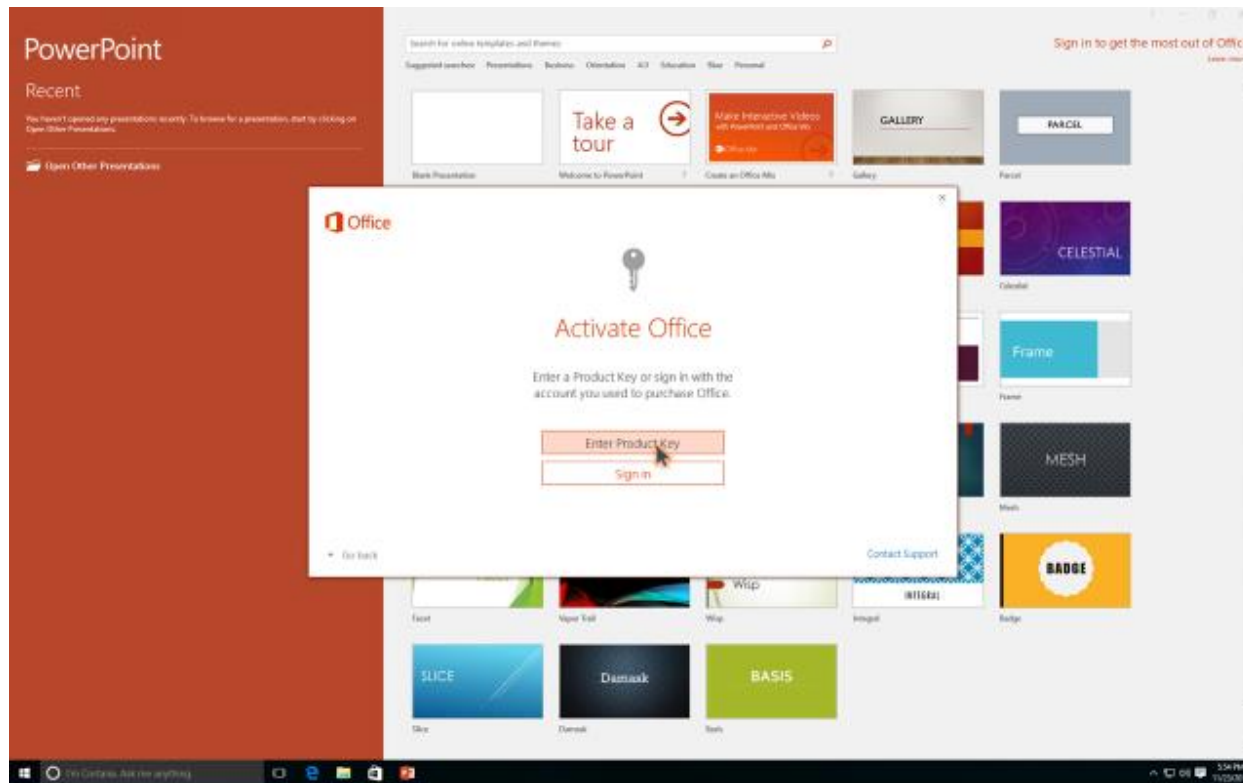
Activating with a Product Key (PIN) is the most common action under this option. There are four sub-actions under “Activate”:

1. Enter a Product Key (PIN – requires internet connectivity & MSA)
2. Enter a Product Key
3. Sign in with an MSA
4. Sign in with an Org ID

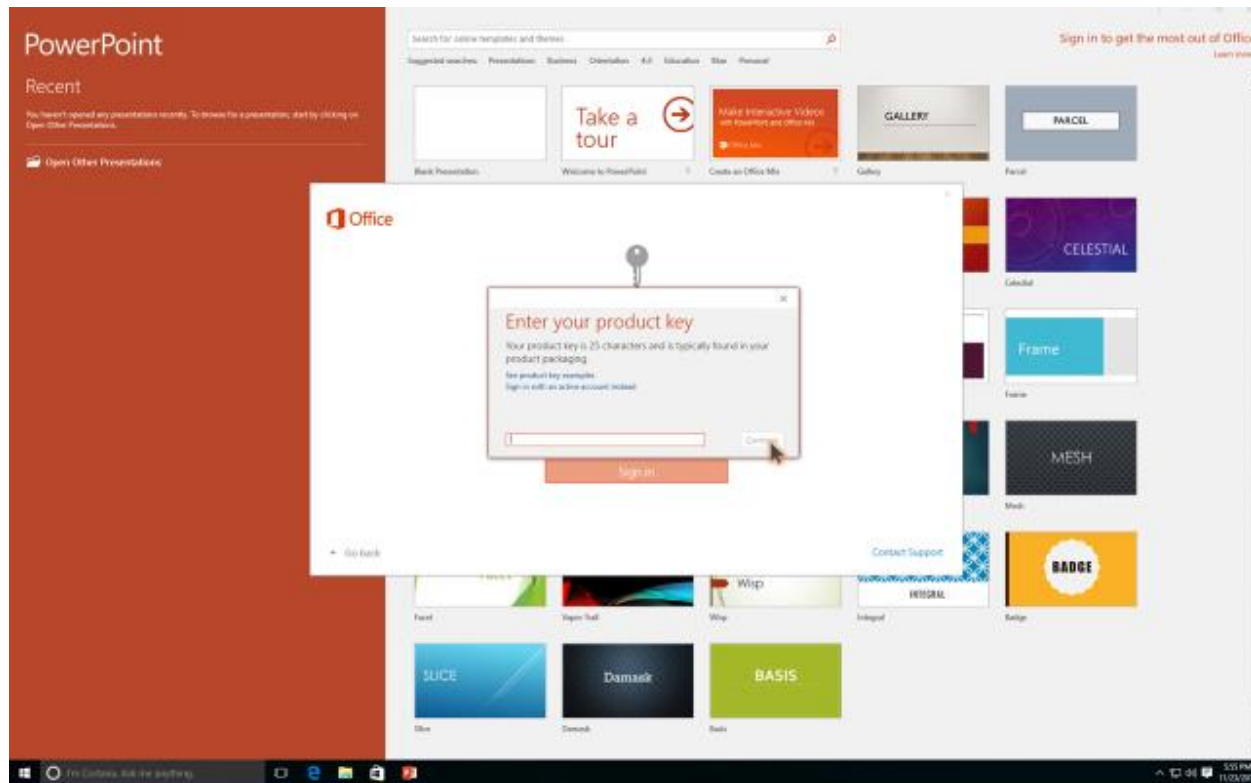
Step 1. Choose Activate.



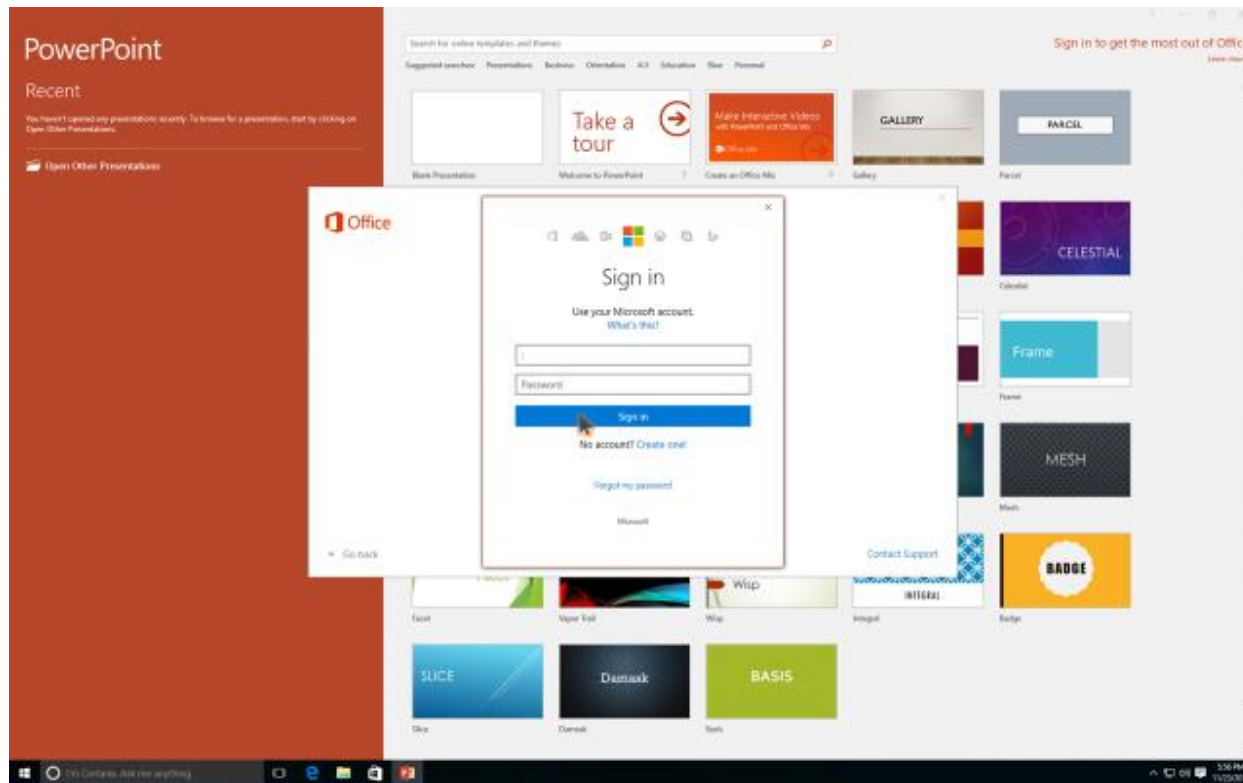
Step 2. Choose “Enter Product Key”.



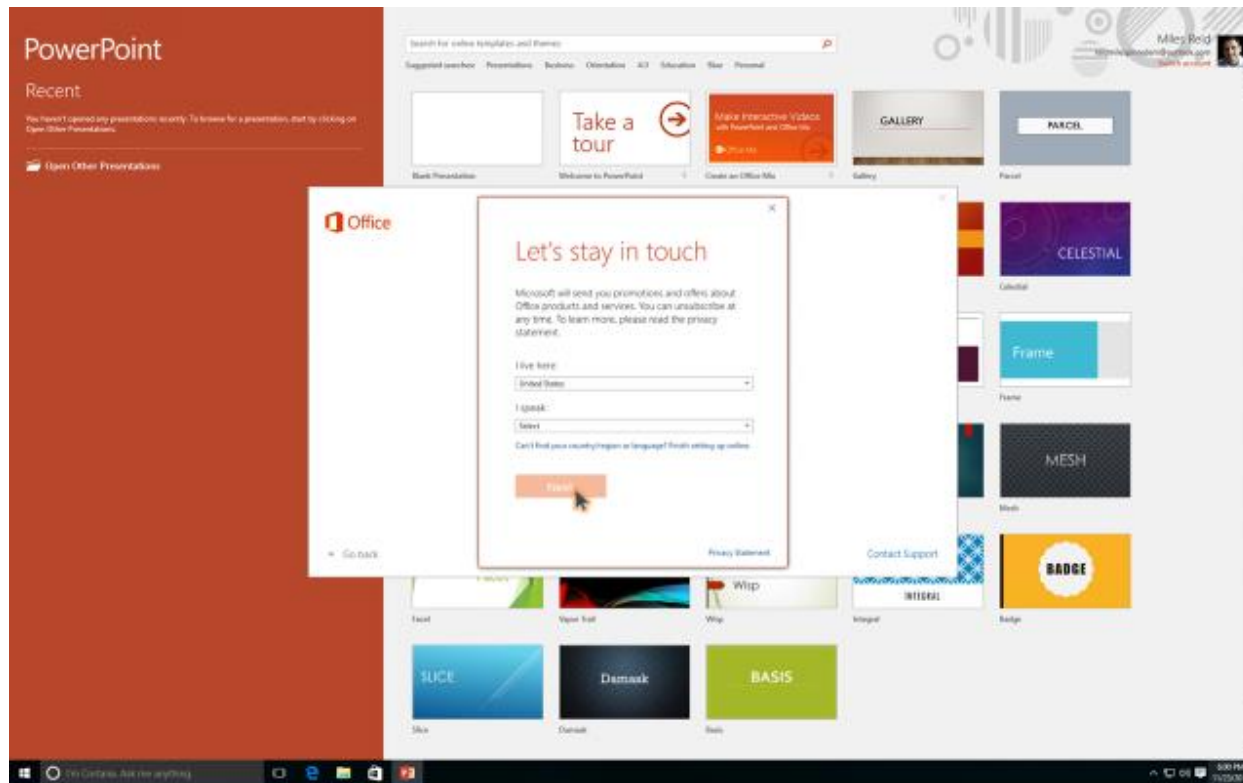
Step 3. Enter a Product Key (PIN). Then choose “Continue”.



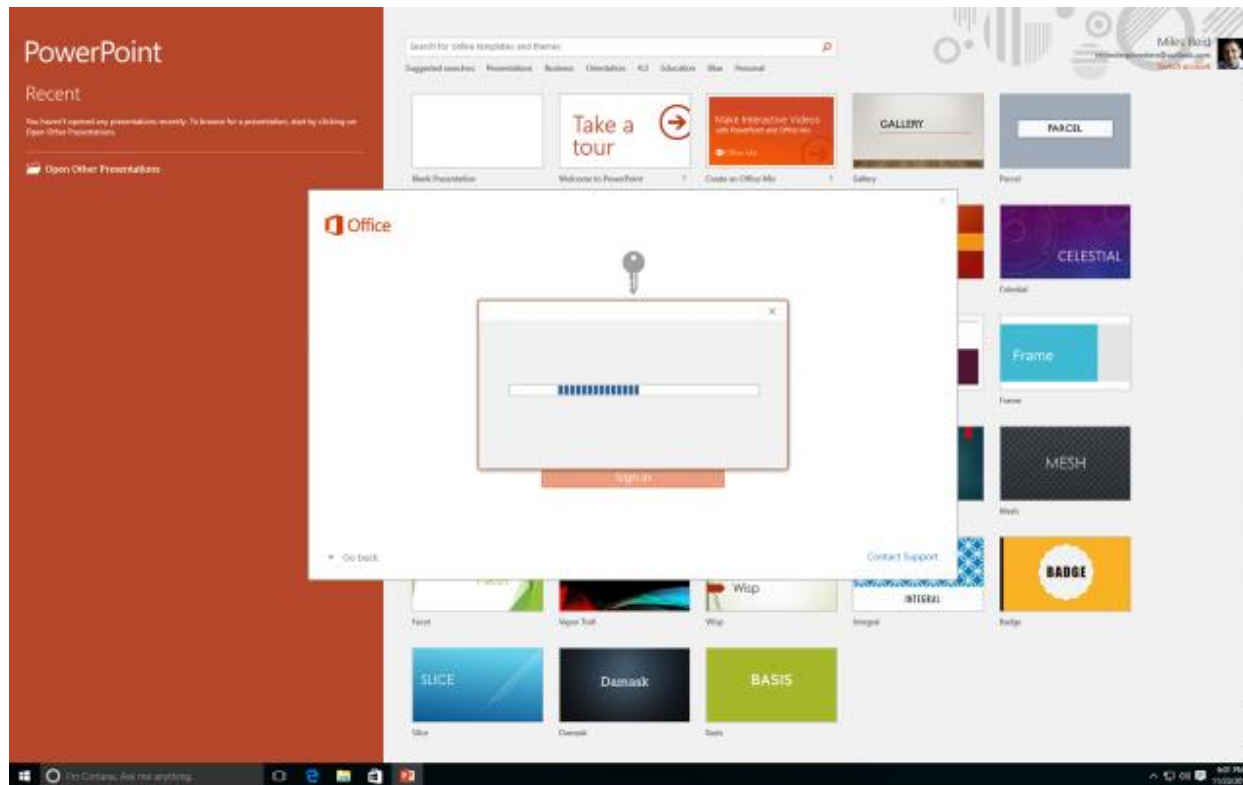
Step 5. Sign in with a Microsoft Account, or confirm the MSA prompted if correct.



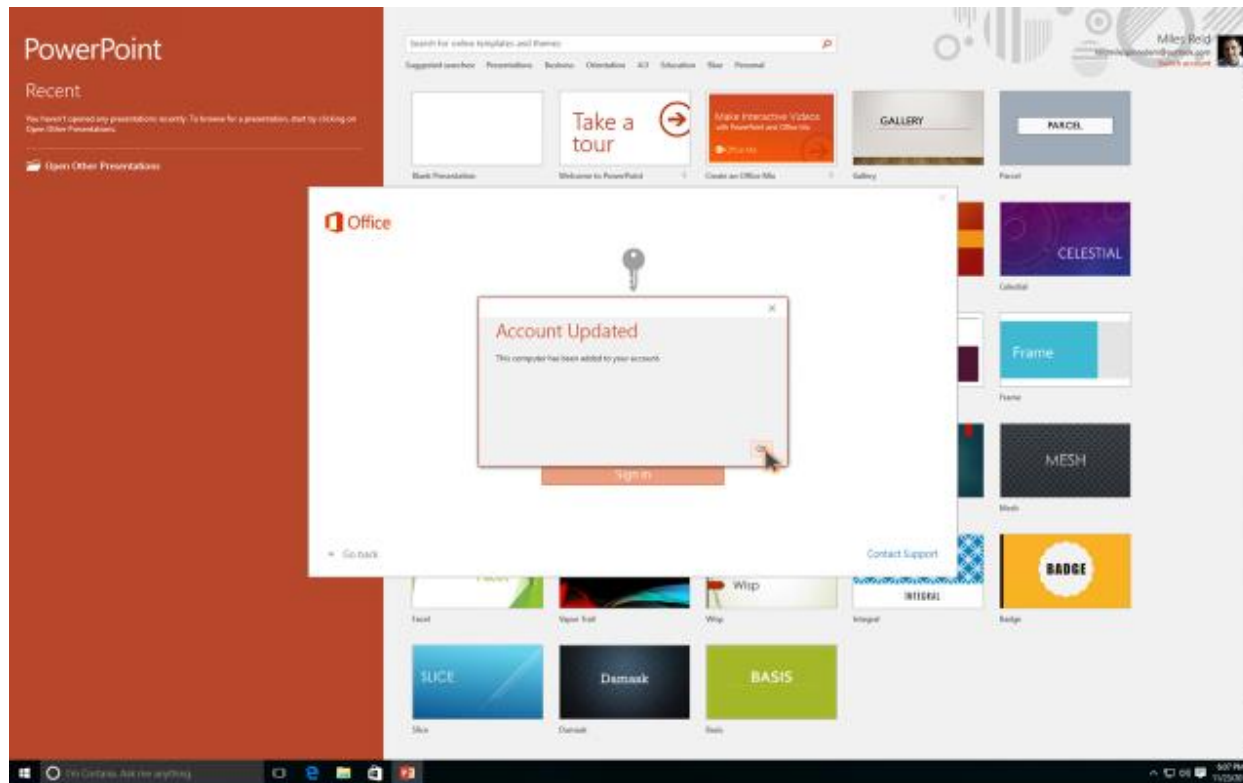
Step 6. Choose a country/region and language, then click “Next”.



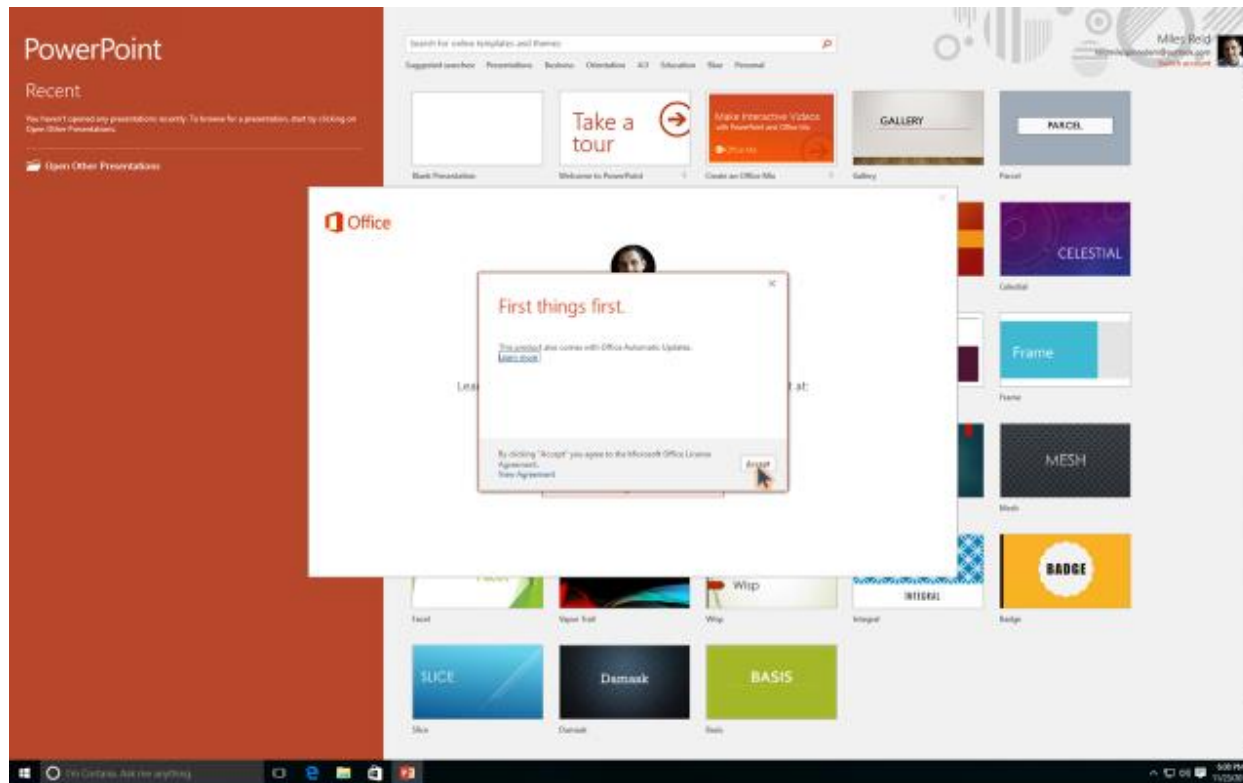
Step 7. Calling the redemption API to provision the MSA.



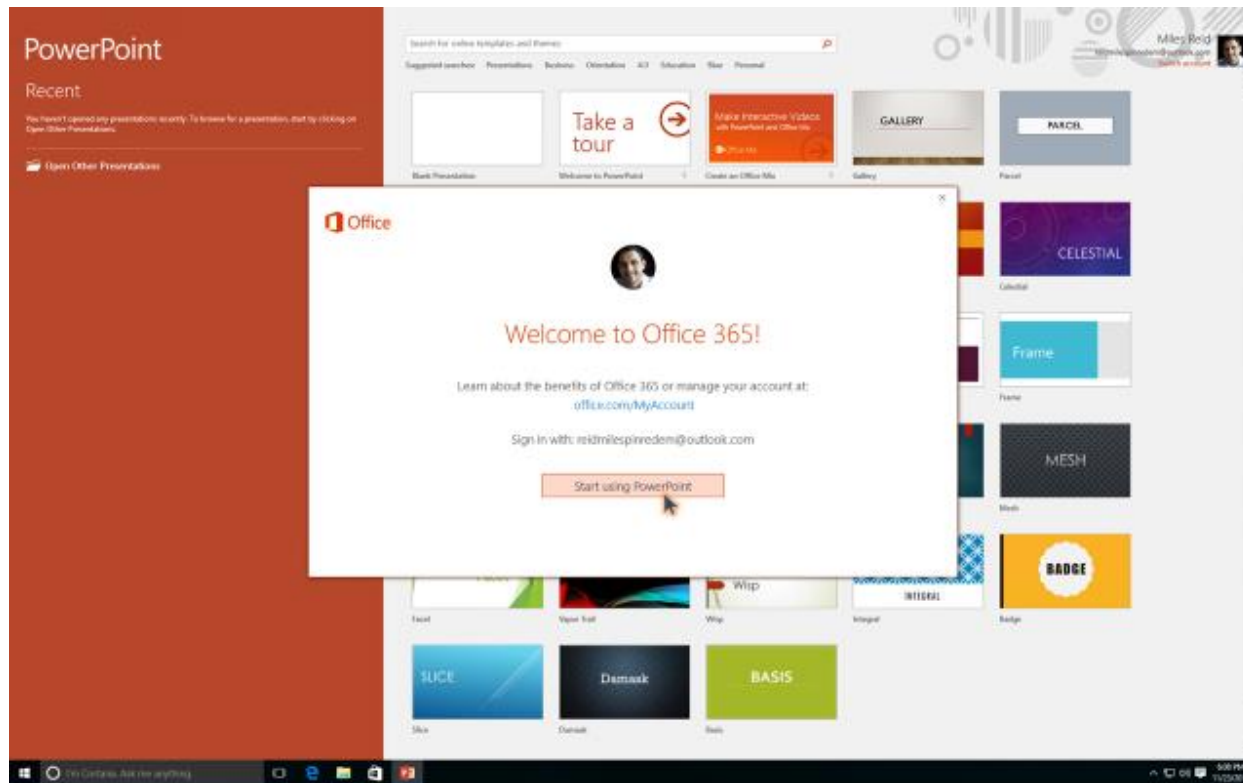
Step 8. Successfully provisioned, now click “OK”.



Step 9. Accept the EULA.



Step 10. Set up completed, start using PowerPoint.

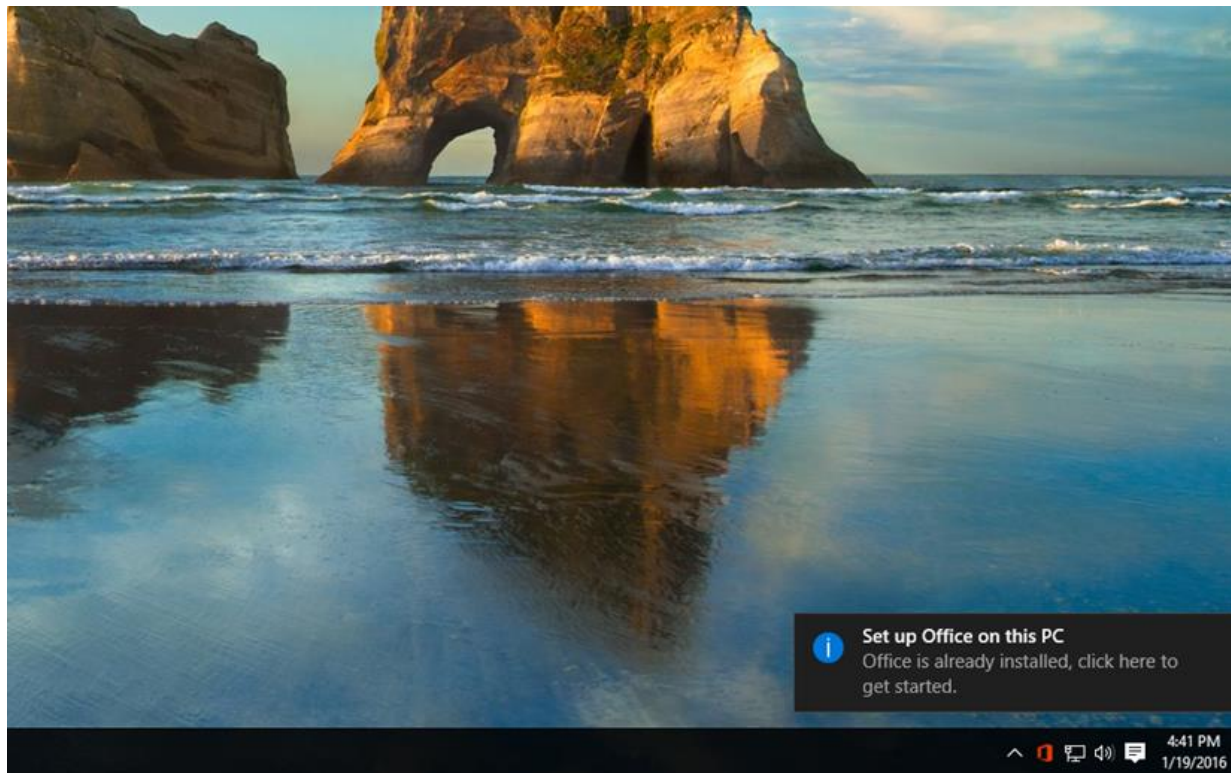


OEMTA

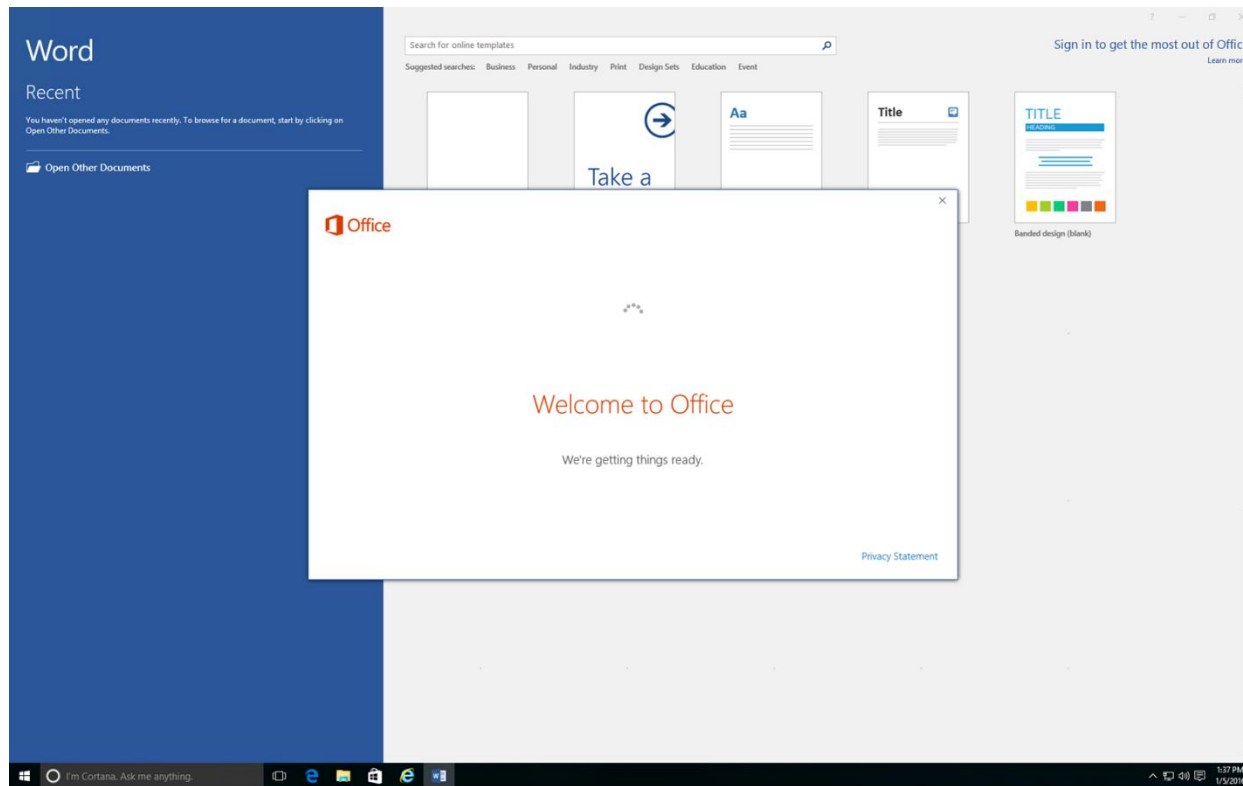
This option supports associating a Product Key (PIN) with a Windows machine, either at the time of manufacturing, or later via late binding.

If a binding is never created between the Windows machine and an Office Product Key (PIN), this setting will fall back to the OEM experiences above.

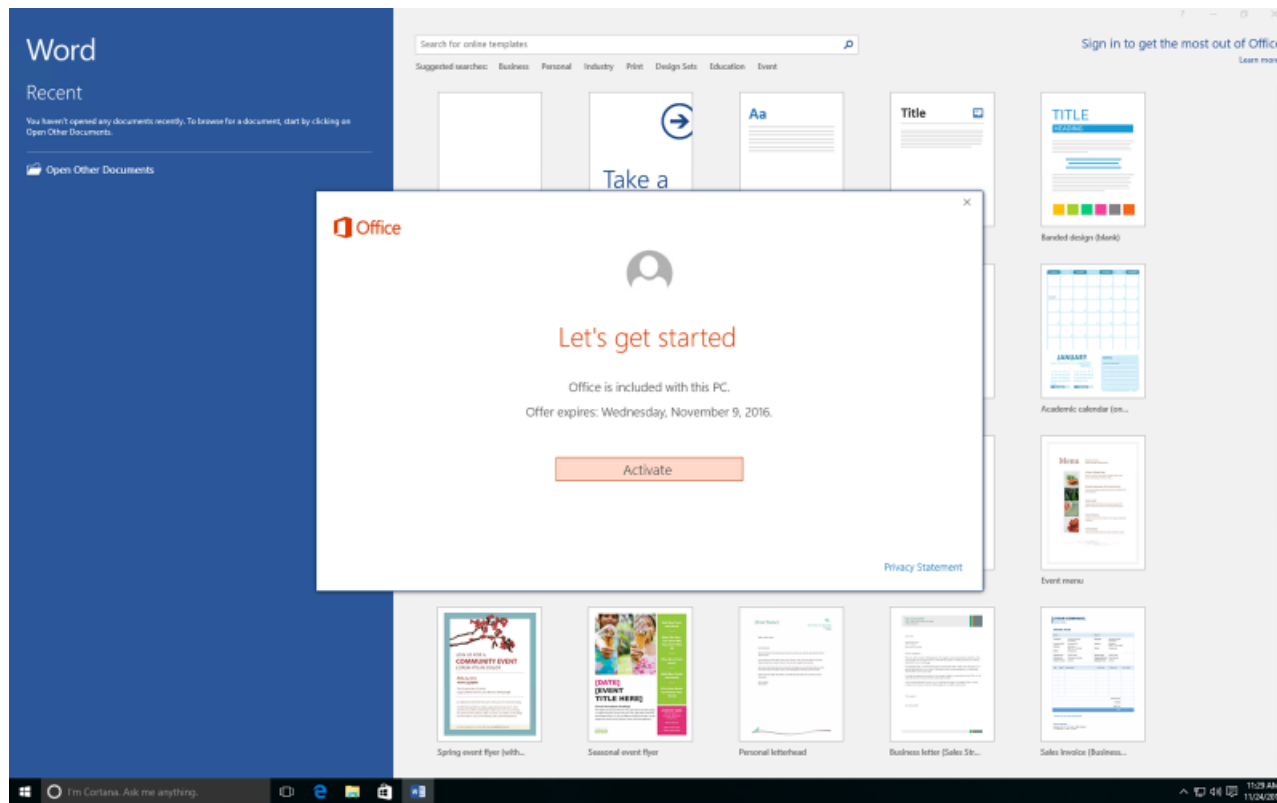
Step 1. A notification is triggered when the OEMTA registry setting is in place. Click it or launch an Office app to begin.



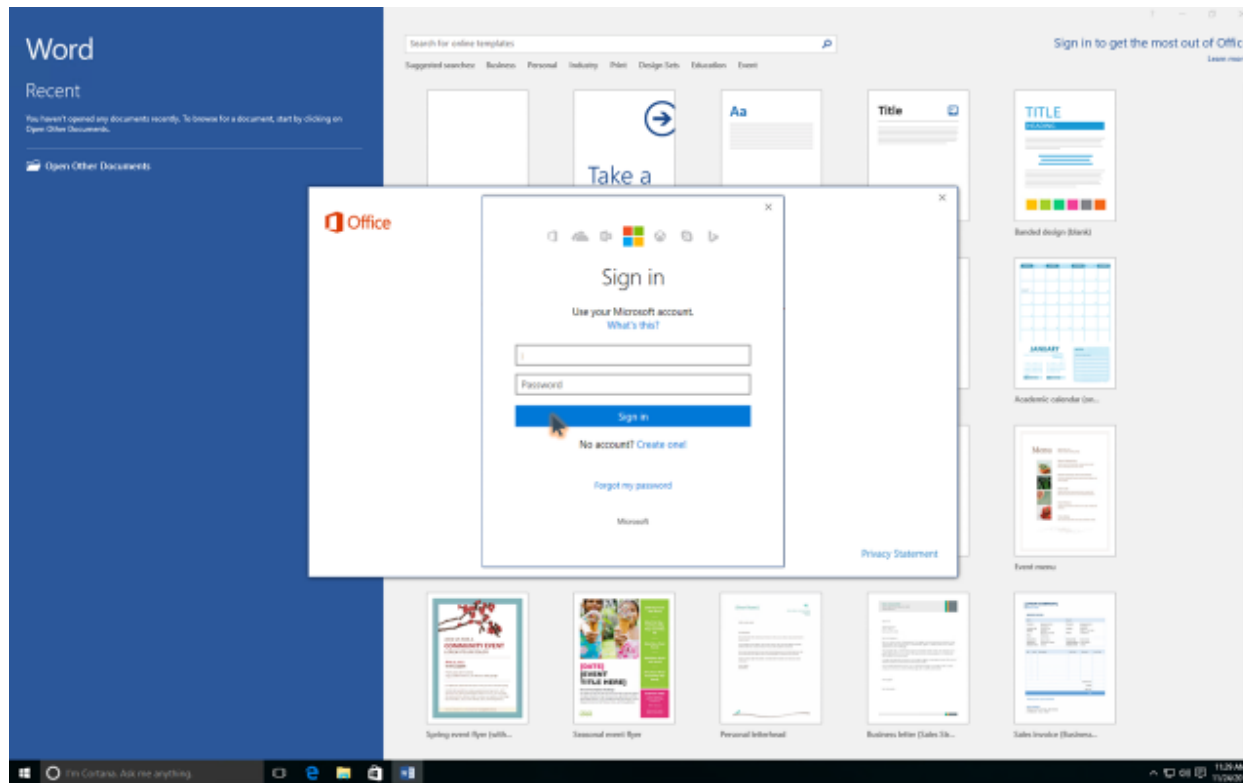
Step 2. Word will launch, you should see options to sign in with an MSA or create a new one.



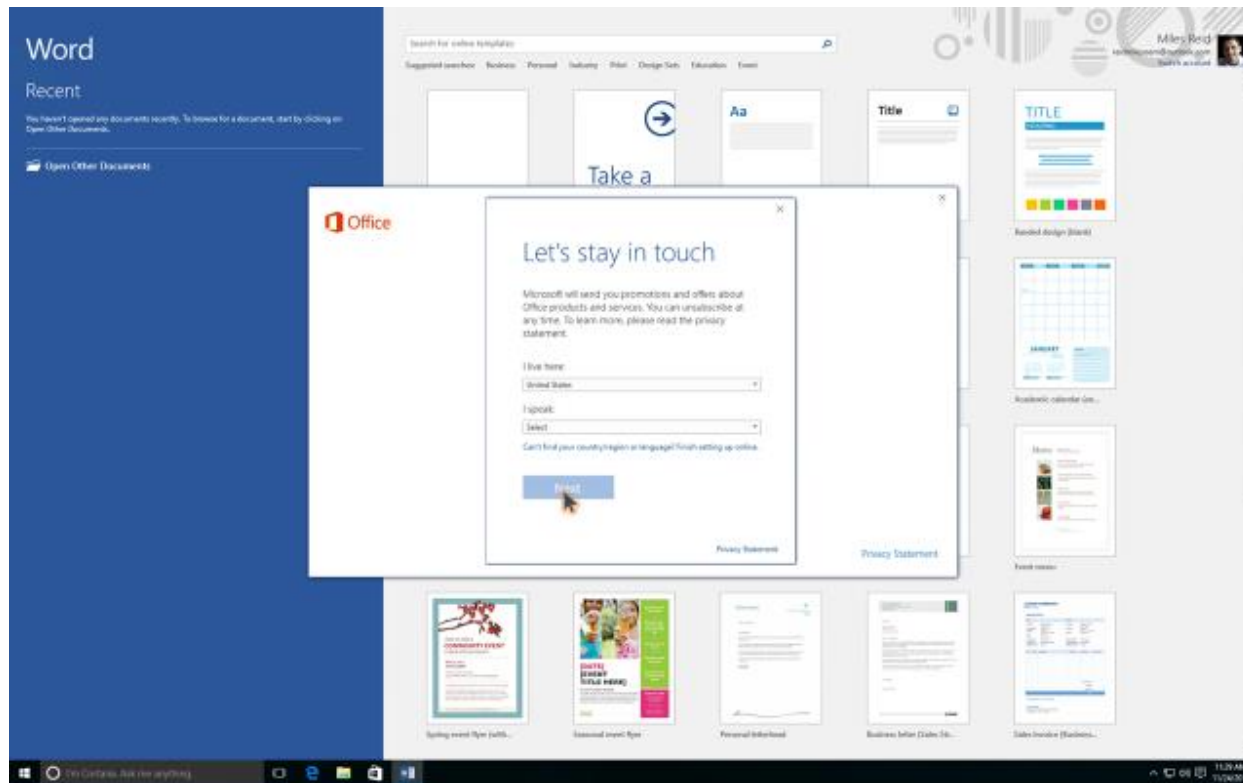
Step 3. Click Activate.



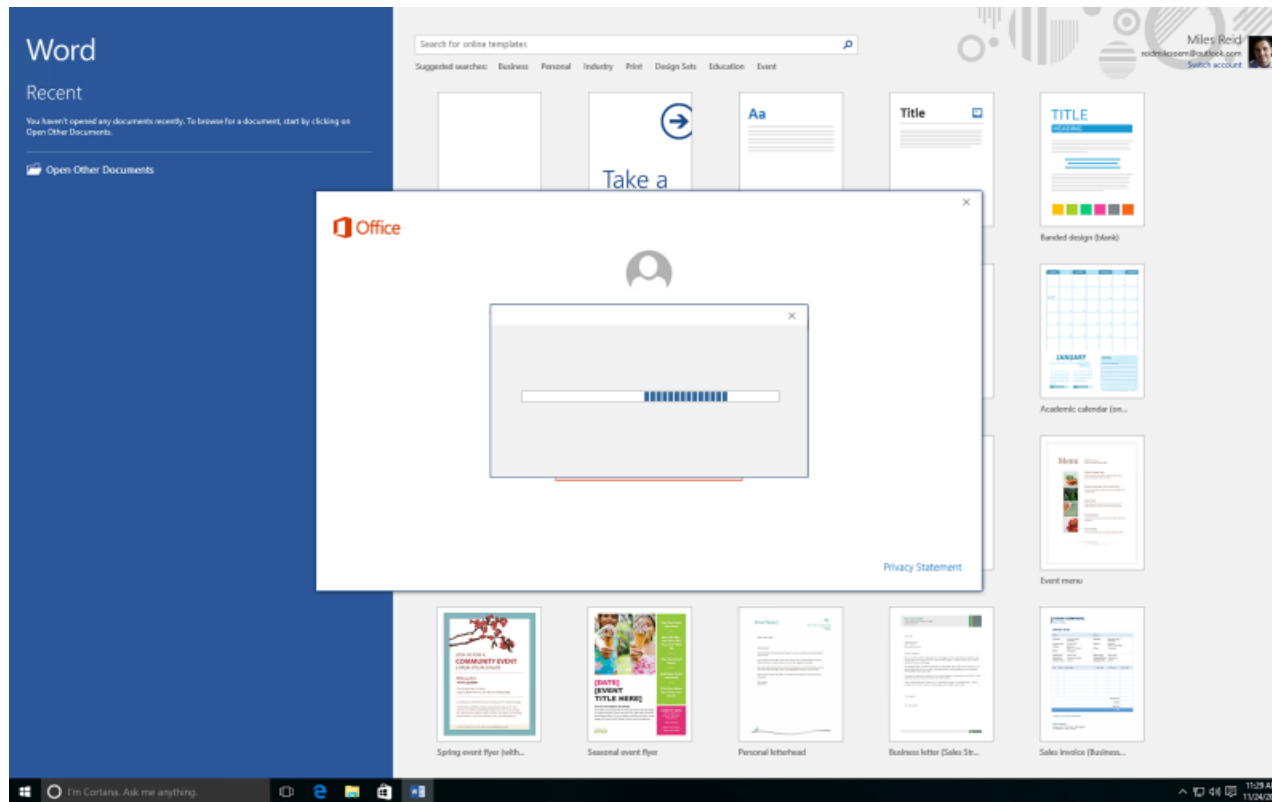
Step 4. Either sign in with an MSA, or confirm the one prompted if correct. The image below is for the sign in option.



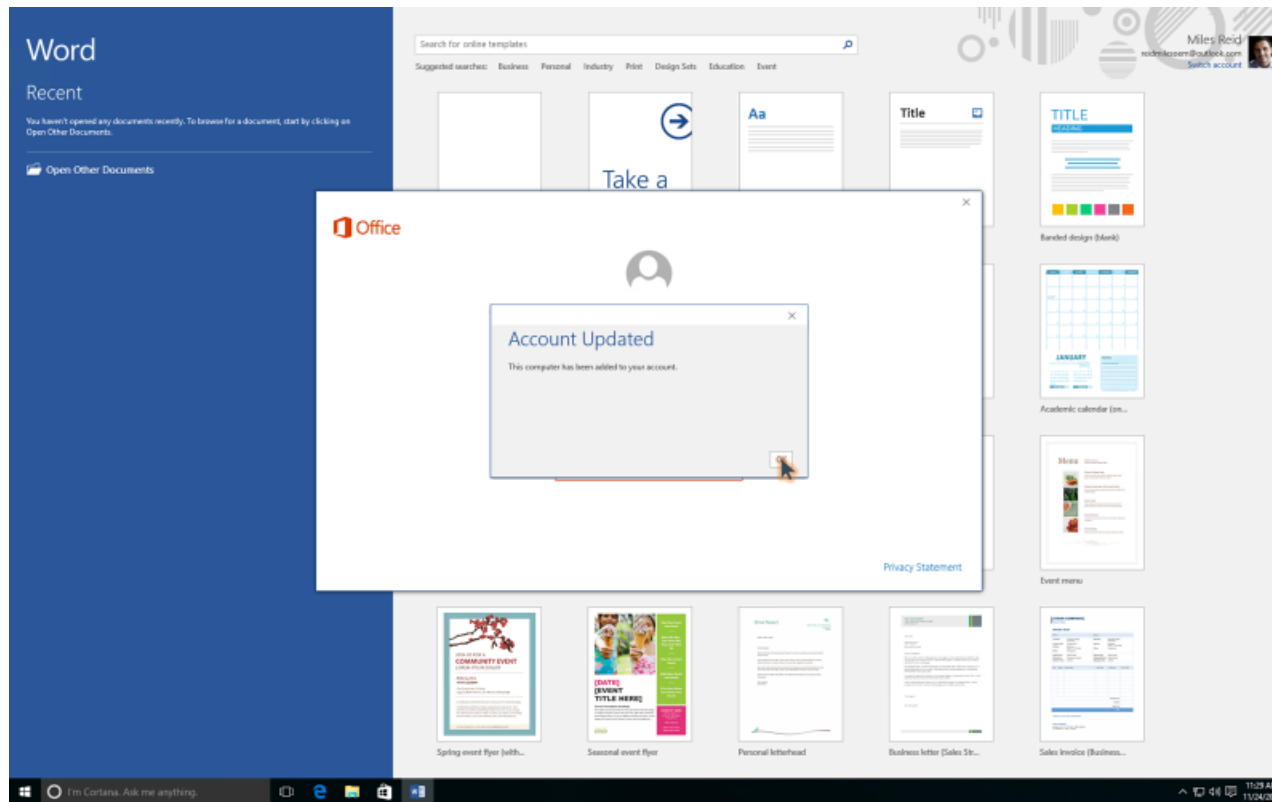
Step 5. Choose your country/region and language.



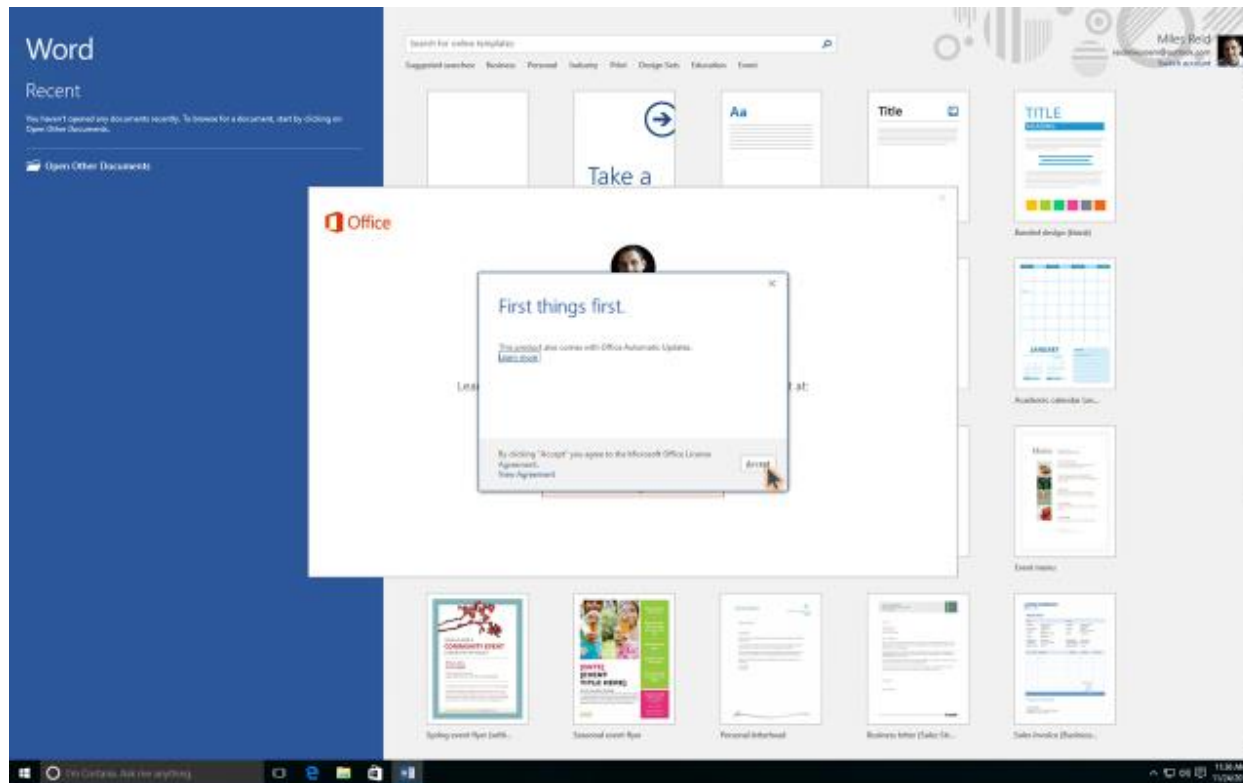
Step 6. Please wait while the API is called to set up the Office account.



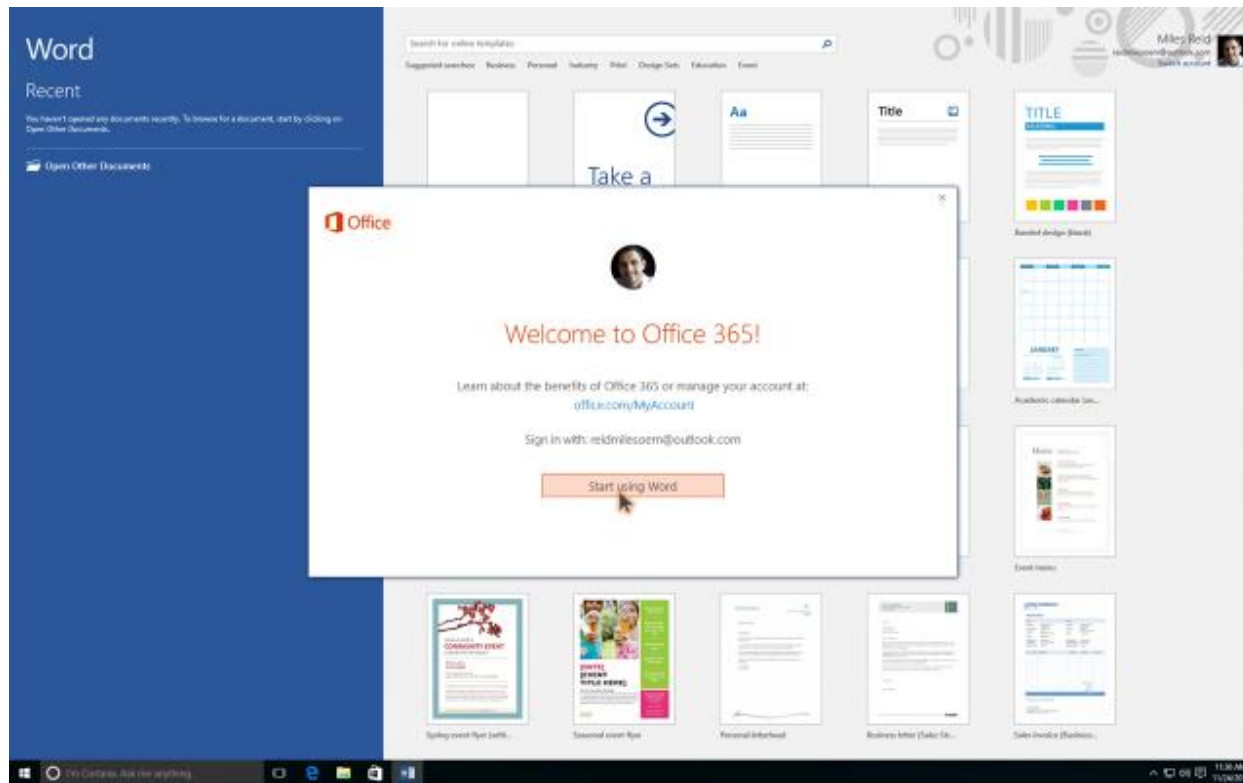
Step 7. Account created successfully, click OK on the Account Updated dialog.



Step 8. Accept the EULA.



Step 9. Set up completed, start using Word.



Changing SKUs

When a customer redeems a SKU other than Office 365 Home, Office 365 Personal or Office 365 University, the Office client will install an update to convert to the correct SKU. As part of the experience, this now happens in the background and can be triggered by restarting a PC pending conversion.